Medicaid Health Plan (MHP)
Non-Emergency Medical Transportation (NEMT)

Health Plan	Transportation (NEMT) Provider	Member Contact Numbers How to Access NEMT	Transportation Coverage/Policy Contract	Transportation Coverage/Policy Routine	Transportation Coverage/Policy Urgent	Additional Information Additional Riders	Additional Information Urgent NEMT Contact	Additional Information Complaint Turnaround Time	Additional Information If a Member Misses His/Her Appointment Due to NEMT Vendor	Contact Name, Phone and E-Mail for Specific Issues/Examples
Aetna Better Health of Michigan	**MTM (Formerly A2C)**	MTM (Formerly A2C) Phone Number: 1-844-610-7437 (TTY: 711) Aetna Better Health of Michigan Member Services: 1-866-316-3784 (TTY: 711)	The member can obtain transportation to and from appointments for all medicaid covered services.	3 days advance notice is required for transportation requests.	MTM will attempt to accommodate urgent/short notice trips received less than 3 days.	Member and additional passenger(s) (escort) are allowed. Number of passengers limited to capacity of vehicle, taking into consideration car seats, booster seats, etc. If Member is a foster child and both the foster care parent and birth parent must be present at the appointment the plan authorize MTM to transport both parents to the appointment.	The member will call Member Services at 1-866-316-3784. The member can use the system prompts to connect directly to MTM or to a Member Services Representative. The member can also call MTM directly at 1-844-610-7437. For urgent in trip issues, Member Service Representative can call MTM health plan escalation line at 1-866-282-4836.	Member Services will work to resolve the member's issue same day. However, if the member wants to file a complaint the case will be forwarded to G&A. With a complaint turnaround time of 90 days from received date.	If the transportation provider is running late the vendor is supposed to contact the member to advise and also, if the transportation will not make the appointment, MTM should try to accommodate the member's trip same day or once the member reschedules the appointment.	Lamar Navel, Manager, Services Operations (for member services issues) Phone: 913-295-1888 E-Mail: nevelsl@aetna.com Sean Turner, Supervisor, Services Operations (for member services issues) E-Mail: TurnerS9@aetna.com
Blue Cross Complete of Michigan	**MTM**	1-888-803-4947 Transportation Additional contact BCC Customer Services: 1-800-228-8554 (TTY users should call 1-888-987-5832) Rapid Response (Care Management) 1-888-288-1722	The member can obtain transportation to and from appointments for all medicaid covered services.	48 hours (2 business days) in advance. 24 hours (1 business day) in advance for CSHCS members.	Urgent trips and hospital discharges will be handled same day. Transportation assistance for trip recovery and afterhour discharges shall be available 24/7/365. Lead screening to be treated as urgent.	Additional riders are allowed, the member must request accommodations for additional riders when making the transportation. Members are instructed to provide their own car seat.	Member calls the Transportation Customer Service line at 1-888-803-4947. If the member needs assistance they may also contact Blue Cross Complete Customer Service at 1-800-228-8554 M-F 8:00 a.m. - 5:30 p.m. Rapid Response (Care Management): 1-888-288-1722 M-F 8:00 a.m. - 5:30 p.m. ☑ If BCC transportation vendor believes that the member might benefit from additional assistance, the vendor will contact Rapid Response/Care Coordination.	Customer Service will handle immediately and place note in member's file. If escalated complaint, member is transferred to the manager who will follow-up the same day. Documentation placed in member's file.	If transportation is running late for the pick up time, member should call 1-888-803-4947 for Ride Assistance. Member may be asked if they can still make the appointment if they are late; if not, they ask member to reschedule the appointment. The 48 hour rule is waived, and member will be transported to the next available appointment – even if it's the same day.	Dena Nagarah, Director Member & Community Engagement Phone: 248-663-7402 E-Mail: dnagarah@mibluecrosscomplete.com All transportation issues

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HAP CareSource	**MTM**	For Medicaid Customer Service at 1-833-230-2053 For hearing impaired TTY 711	For all health plan covered benefits to and from PCP offices, Specialists, Pharmacies, DME, mental health, vision, and dental.	2 days advanced notice. Urgent requests on the weekend.	Every effort is made to accommodate same day and next day urgent visits.	One adult or unlimited number of children.	For Medicaid Customer Service at 1-833-230-2053	Urgent complaints are investigated and documented by the Veyo Customer Service agent on the same day. Members have direct access to a supervisor during all hours of operations. All others are resolved within the MDHHS grievance guidelines.	The driver is to report it to the broker in order to arrange for another driver to pick member up.	Lee Hilty, Director Customer Care Phone: 937-531-2604 E-Mail: harold.hilty@caresource.com
McLaren Health Plan	**Modivcare**	Customer Service 1-855-251-7100	Non-Emergent Medical Transportation to and from covered services including stops at the pharmacy, prenatal and postpartum care, food pantries and other SDOH needs. This includes bus passes, mileage reimbursement and taxi service.	1 business day, arrangements need to be called in by 3 pm for next day service. Mileage Reimbursement requires pre-approval 5 days prior to ride via Member Portal.	Urgent trip requests and hospital discharges are handled same day.	Additional riders are allowed, the member is queried when making the transportation arrangements as to the need for additional riders; members are instructed to provide their own car seat.	Customer Service 1-855-251-7100	Transportation complaints are handled as they are received, if they cannot be handled within the same business day, the complaint will follow the standard grievance policy. Submit all issues to mhpappeals@mclaren.org.	Customer Service to report Grievance Phone: 1-888-327-0671 E-Mail: mhpappeals@mclaren.org	Terra Turner, Customer Service Manager Phone: 810-733-9536 E-Mail: terra.turner1@mclaren.org
Meridian Health Plan of Michigan	**Safe Ride**	Member calls HP at 1-888-437-0606 and selects option 3 for transportation. SafeRide's direct line for Meridian MI members is 1-877-841-1356 to arrange non-emergent transportation including gas reimbursement, public transportation, and sedan service.	Non-Emergent Medical Transportation to and from covered services including stops at the pharmacy, prenatal and postpartum care as well as stops at the pharmacy. This includes bus passes, mileage reimbursement and sedan service.	3 calendar days or 72 hours advance notice is required for sedan service and public transportation.	Please contact MHP at 1-888-437-0606 for assistance with same day or next day trips. MHP will work with you and the transportation providers to make sure you have access to the care and services needed especially as they relate to maternity care. If you frequently have urgent trips and mileage reimbursement isn't an option, a monthly bus pass may be provided if you live on a public transportation route.	Transportations is provided for an additional rider for adult members requiring assistance or for an adult accompanying a minor.	Please contact MHP at 1-888-437-0606 for assistance with same day or next day trips. MHP will work with you and the transportation providers to make sure you have access to the care and services needed especially as they relate to maternity care. If you frequently have urgent trips and mileage reimbursement isn't an option, a monthly bus pass may be provided if you live on a public transportation route.	Transportation complaints/grievances are typically resolved the same day. All complaints are tracked and put on file. Any formal grievance that can't be resolved the same day will follow the required 15 day resolution timeframes.	Please call 1-877-841-1356 if your sedan service has not arrived on time and you are at risk of missing your appointment. To file a complaint or receive assistance with rescheduling your appointment and transportation, please call MHP Member Services at 1-888-437-0606.	Darryl Jessup Phone: (248) 201-6012 E-Mail: darryl.jessup@mimeridian.com

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Molina Healthcare of Michigan	**Saferide Health**	Member Services: 1-888-898-7969 or Saferide directly after 10/01/2026 at 1-888-616-4842	To and from doctor's appointments, including outpatient mental health visits covered by the health plan and vision services. Trips to the pharmacy for Rx fills, child birthing classes.	3 days* *Requirement is waived for CSHCS members, Foster Care Members, or Pregnant Members.	Contact the health plan's Customer Service number to request same or next day transportation for urgent medical services.	Yes additional family members will be transported. Transportation providers are required to comply with State law.	Member Services: 1-888-898-7969 for urgent non-emergency transports	Transportation complaints are usually resolved at the time of the call. Complaints that are not resolved at that time follow MHM's formal grievance policy.	Same day trip within 2-4 hours can be arranged when possible. Contact Member Services at 1-888-898-7969; call center agents and department Leadership can assist.	Saba Muzib, Program Manager, Plan Operations Molina Healthcare of Michigan Phone: 947-622-3129 Fax: 248-925-1784 E-Mail: saba.muzib@molinahealthcare.com
Priority Health Choice	**Priority Health Choice Programs**	Members can call Customer Service 1-888-975-8102 or SafeRide directly at 1-833-944-0535.	Non-Emergent Medical Transportation to and from covered services including stops at the pharmacy, prenatal and postpartum care as well as stops at the pharmacy. This includes bus passes, mileage reimbursement.	3 business days notice.	Members should call 1-888-975-8102 or SafeRide directly for urgent care services. Priority Health will make every attempt to schedule same day pick-up or within 24 hours if Vendors are available.	Members must notify Priority Health when scheduling appointments to ensure availability.	Contact Priority Health Choice Programs Customer service at 1-888-975-8102.	Complaint turnaround time is within 24 hours.	If a member has missed his/her appointment due to the transportation company not showing up, the member, caregiver or MIHP representative should contact Customer service at 1-888-975-8102 to get rescheduled.	Tori Shoemaker, Transportation Manager Phone: 616-575-4944 E-Mail: tori.shoemaker@priorityhealth.com
UnitedHealthcare Community Plan	**MTM**	By calling 1-888-777-4065 transportation vendor (MTM)	To & from doctor visits, medical supply companies, dialysis clinics, health departments, MIHP, any family planning clinic, hospitals for non-emergency care, vision clinics, pharmacies Member can also access transportation any time by calling 1-800-903-5253.	3 days for routine Transportation Vendor will accommodate CSHCS members for all appointments, including for same day appointments.	Immediately if driver is available, but not guaranteed.	Transportation is available for the member ONLY unless the member is a child or an adult in need of assistance.	Any transportation rep at MTM can handle urgent transportation needs or the member can call the UHC CP Customer Service number and they will work with the transportation rep.	We use the same time frames that MDCH & DIFS mandate.	Any transportation rep at MTM can be called to handle these situations or call the UHCCP Customer Service Number and we will work with the transportation rep.	Casey McDonald Phone: 763-292-6602 E-Mail: casey.mcdonald@uhc.com

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Upper Peninsula Health Plan	**UPHP provides transportation through direct member reimbursement and an in-house system of volunteer drivers, buses, taxis, etc.**	Members should call 1-800-835-2556	To and from doctor's appointments and non-emergent travel to and from an authorized in-patient stay. Trips to the pharmacy for prescription fills, child birthing classes, MIHP appointments, health education classes, vision appointments, durable medical equipment and various other covered services.	5 business days notice for driver/ride assistance - urgent appointments are considered; and notification as soon as possible for member reimbursement.	UPHP will reimburse member for Urgent Care mileage if notified as soon as possible within 90 days. Urgent requests will be accommodated whenever possible; can at a minimum provide mileage reimbursement.	One adult with a child under 18 years of age. In some circumstances we pay for a caregiver to go with the member when medically necessary and is approved ahead of time by Transportation Coordinator. Car seats are not provided.	Transportation Coordinator, 1-800-835-2556. UPHP cannot provide rides other than taxi or bus (if available in the area) less than 5 business days notice but will reimburse the member, family member or friend to take them to urgent appointments, if notified within 90 days.	Complaints are resolved at the time of call whenever possible. Complaints not resolved at the time of the call become a grievance.	Vendor should immediately contact UPHP and inform. UPHP will notify member and determine if member can still make appointment, or if rescheduling to the next available date/time is preferred. If vendor does not show for pick-up, member should immediately inform UPHP. UPHP will contact vendor to inquire and follow up with member. If member has family member of friend to take them, mileage reimbursement will be offered.	Kim Burdick Phone: 906-225-1175 E-Mail: kburdick@uphp.com