

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

Health Plan	Transportation (NEMT) Provider	Member Contact Numbers	Transportation Coverage/Policy			Additional Information				Contact Name, Phone and E-Mail for Specific Issues/Examples
		How to Access NEMT	Contract	Routine	Urgent	Additional Riders	Urgent NEMT Contact	Complaint Turnaround Time	If a Member Misses His/Her Appointment Due to NEMT Vendor	
Aetna Better Health of Michigan	Access2Care	Access2Care's Phone Number: 1-844-610-7437 Medicaid Customer Service: 1-866-316-3784 (TTY: 711)	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	3 days advance notice is required for transportation requests.	Access2Care will attempt to accommodate urgent/short notice trips received less than 3 days.	Member and additional passenger(s) (escort) are allowed. Number of passengers is 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 Access2Care 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 Access2Care or to a Member Services Representative. The member can also call Access2Care directly at 1-844-610-7437. For urgent in trip issues, Member Service Representative can call Access2Care's 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, Access2Care 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 Alfred Yaquian, Supervisor, Services Operations (for member services issues) Phone: (913) 216-0680 E-Mail: yaquian-paiza@aetna.com

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Blue Cross Complete of Michigan	ModivCare Inc.	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 any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	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.	Recommends just patient. Call ahead for exception/no fee charged. If child is 4'9" or under 8, patient must provide car seat for each child. We do allow for one additional ride. In addition, if an adult needs to transport additional children because they don't have child care we do allow for that.	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. <input checked="" type="checkbox"/> 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 cab 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.	Latitia Chavis, Director of Member Engagement, Customer Service Phone: 248-663-7308 E-Mail: lchavis@mibluecrosscomplete.com All transportation issues
HAP CareSource	MTM	For Medicaid Customer Service at 1-833-230-2053 For hearing impaired TTY 711	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	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

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McLaren Health Plan	Modivcare	Customer Service 1-855-251-7100	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	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.	Customer Service 1-888-327-0671	Jessica Carnes, Customer Service Supervisor Phone: 810-733-9520 E-Mail: jessica.carnes@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.	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	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.	Nicole Felix Phone: (313) 820-0580 E-Mail: nicole.felix@mimeridian.com

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Molina Healthcare of Michigan	Access2Care	Member Services: 1-888-898-7969 or Access2Care directly at 1-888-616-4842	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	3 days* *Requirement is waived for members located in Genesee County.	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 and provide car seats when needed.	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.	Lori DiNello, Sr. Specialist, Delegation Oversight Molina Healthcare of Michigan Phone: 947-622-1067 Fax: 248-925-1784 E-Mail: lori.dinello@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.	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	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

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UnitedHealthcare Community Plan	ModivCare	By calling 1-877-892-3995 transportation vendor (ModivCare)	The member can obtain transportation to and from any Medicaid covered appointments including but not limited to medical, behavioral, dental, vision, prenatal, and pharmacy. This includes Medicaid covered services not directly covered by this plan. This also includes bus passes, mileage reimbursement and other NEMT where applicable. See member handbook or call plan for details.	4 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 LogistiCare 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 ModivCare can be called to handle these situations or call the UHCCP Customer Service Number and we will work with the transportation rep.	Ken Przybylowicz Phone: 248-331-4225 E-Mail: kprzybylowicz@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	The member can obtain transportation to and from Medicaid covered appointments including but not limited to medical, behavioral, dental, and pharmacy. See member handbook or call plan for details.	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 or friend to take them, mileage reimbursement will be offered.	Krystina Gwinn Phone: 906-225-1175 E-Mail: kgwinn@uphp.com