

ModivCare

Transportation Tips

We appreciate your ongoing partnership to improve health outcomes for our Medicaid and Child Welfare members, your patients. Our team is here to help you understand and solve the complex needs of our members.

NEW!

**Sunshine Health
Member Advocacy
Escalations:**

1-866-796-0530
ext. 6037559

For unresolved problems/complaints:
Reach out to our Member Advocacy Escalations Team
Monday–Friday, 8 a.m.–8 p.m. (Eastern)

**ModivCare
Reservations**

1-877-659-8420

Standard routine reservations:

Monday–Friday, 8 a.m.–5 p.m. (Eastern)

Members must give 24 hours advance notice (one business day), including the day of the call but not the day of the appointment.

Members can make reservations up to 30 days in advance. Standing orders can be scheduled for a period of 90 days at a time.

Urgent and same day reservations:

24 hours a day, 7 days a week. Requests for urgent trips, hospital discharges and transfers between facilities will be handled the same day.

**ModivCare
Ride Assist
(Where's My Ride?)**

1-877-659-8421

Real-time ride assistance line:
Help for rides in progress. 24 hours a day, 7 days a week.

Transportation Requirements

Transportation Requests

Transportation requests can be made by members 18 years and older.

- Member's parent or legal guardian
- Authorized representative
- Health plan case manager/other health plan representative
- Healthcare providers/facilities

Transportation of Minors

- Minors must be accompanied by an adult 21 years or older, excluding emancipated minors.
- Minors 16 years or older, who are not enrolled in the Child Welfare Specialty Plan, can be transported with a waiver from a parent/guardian.
- Minors who are single caretakers of more than one minor do not need to be accompanied.

Requests Outside of Required Notice Time

- For the first and second routine (non-urgent) member request made in less than the required hours, ModivCare will educate the member, schedule the trip and make a note in their file.
- For the first request made outside of the required days of notice, ModivCare will educate member, schedule trip and make a note in their file.
- For any future attempts, ModivCare will educate member, make a note in their file and advise member that they will need to find alternative means of transportation or reschedule appointment within required days/hours of notice.

Durable Medical Equipment and Car Seats

- Members are required to provide car seats and DME as needed.
- On a case-by-case basis, ModivCare will dispatch a transportation provider with a collapsible wheelchair for members who do not have their wheelchair at the time of discharge.

Timely Service Commitment

- Leg A (originating location) pickups will be fulfilled within 15 minutes of scheduled time.
Leg B (provider location) pickups will be fulfilled within 30 minutes of scheduled time.
- For Will-Call trips (when member are unsure how long their appointment will last), the member should call "Where's My Ride" to schedule return trips. The transportation has up to 60 minutes from the time of the call to pick up member, and 3 hours for unscheduled trips.
- Trips over 100 miles one-way and out of the service areas/state require prior authorization, which ModivCare will request from Sunshine Health's Utilization Management department.