

*Members may call their MCO OR the Transportation Broker directly to request a ride

<p>MCO</p>	 <p>Amerigroup 800-600-4441</p>	 <p>AmeriHealth Caritas 855-332-2440</p>	 <p>UnitedHealthcare Community Plan 800-464-9484</p>
<p>Transportation Broker</p>	 <p>LogistiCare 844-544-1389</p>	 <p>Access2Care Routine trips - 855-346-9760</p>	 <p>MTM 888-513-1613</p>
<p>Timeline for request</p>	<p>At least 48 hours/2 business days in advance, up to 30 days in advance</p>	<p>At least 48 hours/2 business days in advance, up to 30 days in advance</p>	<p>At least 48 hours/2 business days in advance, up to 60 days in advance</p>
<p>WIC rides provided?</p>	<p>NO</p>	<p>YES</p>	<p>NO</p>
<p>Pharmacy rides provided?</p>	<p>YES - after an appointment ONLY</p>	<p>YES - after appointment OR stand-alone</p>	<p>YES - after an appointment OR stand alone</p>
<p>Can someone else make a ride request on behalf of member?</p>	<p>YES; do not have to be with member at time of request</p>	<p>YES; do not have to be with member at time of request</p>	<p>YES; do not have to be with member at time of request</p>
<p>New Guidance: Are multi-stop pickups allowed?</p>	<p>Yes, but only for one portion of the trip. The adult and child can be picked up from the same location and returned to separate locations, OR picked up from separate locations and returned to the same location.</p>	<p>Yes; this request should be made with call center at the time the ride is scheduled.</p>	<p>Yes; this request should be made with the call center at the time the ride is scheduled.</p>
<p>New Guidance: How many passengers allowed?</p>	<p>4 total passengers allowed including patient. Must be disclosed to call center when scheduling ride.</p>	<p>6 total passengers allowed including patient. Must be disclosed to call center when scheduling ride.</p>	<p>4 total passengers allowed including patient. Must be disclosed to call center when scheduling ride.</p>
<p>Car seats required?</p>	<p>YES; member must provide car seats up to age 6</p>	<p>YES; member must provide car seats up to age 6</p>	<p>YES; member must provide car seats up to age 6</p>
<p>How is mode of transportation determined?</p>	<p>Member is able to request their preferred transportation provider (may not always be granted). Mileage reimbursement also available - must schedule at least 1 hour before appointment, 40 cents per mile, doctor signs off on log</p>	<p>The most economical mode of transportation is used. At time of request, Access2Care asks: 1 - Is this a request for mileage reimbursement? (member has their own transportation available) Request can be made any time before appointment time. If No, Option 2. 2 - Are you able to ride the bus? If yes, bus pass is provided. If 2 or more medical appointments in a month, a monthly unlimited bus pass is provided (can also use bus pass for personal use). If No, Option 3. 3 - If cannot ride bus, call is transferred to Care Coordinator who will confirm with medical provider that member is physically unable to ride the bus; if confirmed, member will be approved for curbside pickup.</p>	<p>Not asked. Member can request ride OR mileage reimbursement (30 cents per mile). Broker's first choice for rides is a bus pass. Case Managers and RNs are able to complete a Level of Need assessment (LON) for clients. This may help to bypass the busline priority and get approval for curbside pickup if the bus pass is not a practical option.</p>