

**Did you know that your health plan can help you get to your medical visits?** These trips are covered under the Illinois Medicaid program.

This Toolkit is a guide on how to set up non-emergency rides to healthcare visits with each Medicaid Health Plan. The Toolkit also includes other support offered by the Illinois Medicaid program.

For more details, please check out the IAMHP Transportation Toolkit available here.



### Common Questions

*Q: What if I don't know what insurance I have?*  
If you do not know which Medicaid Health Plan you have, please contact the Illinois Department of Healthcare and Family Services (HFS) at this number: **(800) 226-0768**.

*Q: What if I need extra help getting to my appointment?*

Call First Transit at **(877) 725-0569**.

**First Transit is the official call center for help with ambulance rides to doctors' visits.** Once you connect with First Transit, they will give you a list of providers who can help you get to your doctors' visits. **Keep in mind that you will need to call the numbers First Transit gives you to set up the ride that best fits your needs.**

*Q: What other rides are covered?*  
Each health plan offers free rides to places other than the doctor's office! To see where your health plan offers free rides to (pharmacy, dentist, eye doctor, WIC appointments, and community health events), make sure to call the Membership number listed for your health plan.

### Need Help Getting to a Doctor's Visit?



### Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit



**This resource was made possible by a collaboration between IAMHP and FIMR Community Action Team**

Below you can find your Medicaid Health Plan and ways to set up non-emergency rides to medical appointments ahead of time. **Make sure to set up your ride as soon as you know you need it.**

Illinois Health Care Plan	Phone Number to Call to Set Up a Ride in Advance	Website to Schedule a Ride	How Early Can You Set Up a Ride?	Questions About Other Membership Benefits?
<b>Aetna Better Health</b>	<b>Medicaid and DCFS Youth</b> – (866) 913-1265 <b>Special Needs Children</b> – (866) 913-5796 <b>Managed Long-Term Services and Supports (MLTSS)</b> – (866) 913-1441 <b>MMAI:</b> (866) 600-2139	<a href="https://member.modivcare.com/en/login">https://member.modivcare.com/en/login</a>	48 hours	(866) 329-4701
<b>BlueCross BlueShield MCO for Illinois</b>	<b>Reservation Line</b> – (877) 831-3148 <b>Where's My Ride</b> (to report any delays or request assistance with scheduled trips) – (877)831-3149	<a href="https://member.modivcare.com/en/login">https://member.modivcare.com/en/login</a>	72 hours	(877) 860-2837
<b>CountyCare</b>	(312) 864-8200	N/A	72 hours	(312) 864-8200
<b>Humana</b>	(855) 253-6867 Monday – Friday <b>8 a.m. – 8 p.m.</b>	<a href="https://member.portal.net/">https://member.portal.net/</a>	2 business days	(800) 787-3311
<b>Meridian Medicaid Health</b>	(866) 796-1165 Vendor Call Center is open <b>8 a.m. - 6 p.m. CST.</b>	N/A	<i>Routine Sedan Ride or Bus Ticket:</i> 72- hour notice required <i>Routine Trips:</i> Get money back for gas up to the date of your trip. <i>ER Trips:</i> Get money back for gas up to 7 days after a trip to the ER. <i>Urgent Trips:</i> Can be handled same day.	(866) 606-3700 (TTY/TDD:711)
<b>Molina Healthcare</b>	<b>HealthChoice:</b> (844) 644-6354 <b>MMAI:</b> (844) 644-6353	<a href="https://idp.ua.mtmlink.net/Account/Login">https://idp-ua.mtmlink.net/Account/Login</a>	72 hours	(855) 687-7861

- ✓ **All Medicaid plans** allow you to bring family or a caregiver. Please call your health plan for details and be sure to discuss specific needs for your ride.
- ✓ **All Medicaid plans** allow you to get picked up from any location. The ride must be to or from a covered Medicaid service.