

Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Meridian

1

Health Plan Numbers to Set Up Non-Emergency Rides to Healthcare in Advance



Phone Number: (866) 796-1165

MTM Vendor Call Center is open **8 a.m. to 6 p.m.** CST. An answering service is available 24/7 after call center hours.

2

Website to Schedule Rides



Meridian does not have a website to schedule rides.

3

Additional Rides That May be Covered

Rides to the pharmacy to pick up medication



Rides to Woman, Infant, and Children (WIC) clinics

Rides to get treatment for substance use disorder



4

Scheduling Policies



Routine Sedan Ride or Bus Ticket: 72-hour notice required.

Get Money Back for Gas: Can be requested up to the date of the trip.

Get Money Back for Gas to the ER: Can be requested up to 7 days after the date of the service.

Urgent Trips: Can be scheduled the same day

Remember to Plan Ahead

When you book your ride, make sure to talk to your health plan about any needs for the ride. This could include bringing extra people.

How do I find out if a health care service or benefit is covered?

To find out if a health service or benefit is covered, call Meridian Health Member Services at **(866) 606-3700** or view the **Meridian Member Handbook here.**

If you are having an emergency, call 911.