

# Need Help Getting to a Doctor's Visit?



## Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

### This is a quick guide on:

- How to set up a ride
- What additional rides are covered by your plan
- What to think about when planning ahead

### This toolkit includes information from:



- Aetna (ABHIL)
- Aetna (HMO D-SNP)
- BCBSIL
- CountyCare
- Humana
- Meridian & YouthCare
- Molina

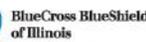
To learn more scan the code below with your smartphone



**Remember - If you have questions or feedback on the transportation services being offered please reach out to the ride service provider for your plan!**

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**Don't know your plan?** 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**.



# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Aetna Better Health of Illinois

1

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



Medicaid and DCFS Youth - (866) 913-1265

Special Needs Children - (866) 913-5796

Managed Long Term Services and Supports (MLTSS) - (866) 913-1441

2

## Website to Schedule Rides



Member login link to schedule and manage trips: <https://member.modivcare.com/en/login>

Aetna also has a Member App to schedule / manage trips. It is available on the [App Store](#) and [Google Play](#). Just search "ModivCare"

3

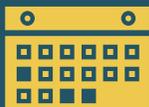
## Additional Rides That May be Covered

Rides to the pharmacy after medical appointments



Rides to get diabetes supplies and education

Rides to Aetna-Sponsored Events



4

## Scheduling Policies



Please call these numbers **48 hours before** your appointment to set up a ride or a **standing order**.

Mileage reimbursement may be available

Mass Transit support

### **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 Aetna Member Services at **(866) 329-4701** or view the [Aetna Member Handbook here](#).

If you are having an emergency, call 911.



# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Aetna Better Health (HMO D-SNP)

1

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



**MTM:** (855) 814-1699

**Member Services:** (866) 600-2139  
(Member Services can also connect you with MTM)

2

## Website to Schedule Rides



Member login link to schedule and manage trips: <https://mtm.work/?plancode=abd>

Aetna (MMAI) also has a Member App to schedule / manage trips. It is available on the [App Store](#) and [Google Play](#). Just search "[MTM Link Member](#)"

3

## Additional Rides That May be Covered

Rides to the eye doctor and dentist



Rides to the pharmacy after medical appointments

Rides to get treatment for Medical and behavioral care



4

## Scheduling Policies



Please call to schedule transportation at least **3 days** prior to the appointment.

Mileage reimbursement may be available (must be requested within **7 days** after the date of service).

### **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 Aetna Member Services at **(866) 329-4701** or view the [Aetna \(HMO D-SNP\) Member Handbook here.](#)

If you are having an emergency, call 911.



# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Blue Cross and Blue Shield of Illinois

1

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



**ModivCare Reservation Line** - (877) 831-3148

Call (877) 831-3148 or download the ModivCare App to get real-time driver location

2

## Website to Schedule Rides



BCBSIL has a ModivCare App to schedule / manage trips. It is available on the [App Store](#) and [Google Play](#). Just search "ModivCare"

3

## Additional Rides That May be Covered

Rides to the pharmacy to pick up medication



Free bus passes to doctors' visits

Rides to Blue Door Neighborhood Center



4

## Scheduling Policies



**For routine trips**, please contact at least 3 business days in advance. You can book a ride up to **60 days** in advance.

**Urgent Trips / Hospital Discharges:** If you need a ride right away and can't give a 3-day notice, please call the **ModivCare Reservation Line - (877) 831-3148**

### **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.

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\*If you live within **two blocks** of a bus stop, you can get free bus passes for your doctors' appointments. Bus passes can be provided to get you to and from your doctor's visit.

### **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 BCBSIL Member Services at **(877) 860-2837** or view the [BCBSIL Member Handbook here.](#)

**If you are having an emergency, call 911.**



**FIMR**  
Fetal and Infant Mortality Review  
CHICAGO, IL



**IAMHP**  
ILLINOIS ASSOCIATION OF  
MEDICAID HEALTH PLANS

# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of CountyCare Health Plan

1

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



Phone Number: (312) 864-8200

2

## Website to Schedule Rides



CountyCare members can schedule transportation and manage trips by using the Modivcare app from the [Google Play](#) or [App Store](#)

They can also schedule trips by visiting this website:

<https://member.modivcare.com/en/login>

3

## Additional Rides That May be Covered

Rides to the eye doctor and dentist



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

Rides to the pharmacy to pick up medication



4

## Scheduling Policies



**Trips** must be scheduled at least **72 hours** in advance.

If a member is experiencing a late pickup that exceeds 10 minutes, please call 'Where's My Ride' **855-444-1661**. A representative will assist in real time with the ride on the day on the member's apportionment.

Free bus passes to doctors' visits. Request two weeks in advance of visits.

### **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 CountyCare Member Services at **(312) 864-8200** or view the [CountyCare Member Handbook here.](#)

\* CountyCare covers the **Cook County** area only.

If you are having an emergency, call 911.



# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Humana

1

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



**Trip Reservation Line:** (855) 253-6867

To request transportation for services needed after a doctor's visit, call Customer Care at 800-787-3311

You may call to schedule a ride Monday-Friday from 8 a.m. to 8 p.m. CST.

2

## Website to Schedule Rides



Member login link to schedule and manage trips: <https://www.mtm-inc.net>

Humana also has a Member App to schedule / manage trips. It is available on the [App Store](#) and [Google Play](#). Just search "[MTM Link Member](#)"

3

## Additional Rides That May be Covered

Rides to the pharmacy to pick up medication



Rides to and from a nursing home

4

## Scheduling Policies



Rides should be scheduled no later than **2 business days** before an appointment.

Advance or recurring trips can be scheduled up to **30 days** in advance.

Members will receive a confirmation call the night before the trip. If you do not receive the confirmation call the night before, contact MTM right away.

### **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 Humana Member Services at **(800) 787-3311** or view the [Humana Member Handbook here.](#)

If you are having an emergency, call 911.



# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Meridian & YouthCare

1

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



**Meridian Medicaid Plan:** 866-796-1165  
**Wellcare Meridian Dual Align (HMO D-SNP):** 866-796-1165  
**YouthCare of Illinois (YouthCare):** 844-289-2264

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 members can schedule transportation by visiting this website:  
<https://idp-ua.mtmlink.net/Account/Login>

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 Medical and behavioral care

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 Member Services at **(866) 606-3700** or view the [Meridian Medicaid Member Handbook](#), [Wellcare Meridian Dual Align \(HMO D-SNP\)](#), [YouthCare Member Handbook](#) [here](#).

If you are having an emergency, call 911.



# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Molina Healthcare

1

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



HealthChoice Illinois: (844) 644-6354

Duals Illinois : (844) 644-6353

MTM Call Center is Open 24 hours 7 days a week

2

## Website to Schedule Rides



Member login link to schedule and manage trips:  
<https://idp-ua.mtmlink.net/Account/Login>

Molina also has a Member App to schedule / manage trips. It is available on the [App Store](#) and [Google Play](#). Just search "MTM Link Member"

3

## Additional Rides That May be Covered

Rides to the pharmacy to pick up medication



Rides to Molina Community Events

Rides for parents to visit babies that are still in the hospital (NICU)



4

## Scheduling Policies



Trips must be scheduled at least **48 hours** in advance.

If you prefer to drive yourself, you may be able to get money. For more information, visit [www.mtm-inc.net/mileage-reimbursement/](http://www.mtm-inc.net/mileage-reimbursement/)

### **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 Molina Member Services at **(855) 687-7861** or view the [Molina Member Handbook here.](#)

If you are having an emergency, call 911.

