

# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of Aetna Better Health of Illinois

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## 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

**Medicare-Medicaid Alignment Initiative (MMAI)**: (866) 600-2139

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## 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**"

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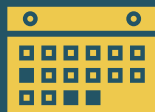
## Additional Rides That May be Covered

Rides to the grocery store



Rides to get diabetes supplies and education

Rides to Aetna-Sponsored Events



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## Scheduling Policies



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

### **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.