

Medicaid Managed Care Plan (MCP) Transportation Benefit Guide

There may be additional services or changes due to COVID-19, please call the health plan for a current list of services.



To Schedule, Cancel or get Trip status, Call →	1-866-531-0615 24/7	1-800-488-0134 7am-7pm M-F	1-866-642-9279 24/7	1-866-837-9817 24/7	1-800-269-4190 7am-7pm M-F
Standard Timeline for Scheduling	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	1-2 business days advance notice, up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) up to 60 days in advance	Trips must be scheduled 48 hours (2 business days) in advance
Special Scheduling Instructions	Scheduling online and via smartphone app is available. Android app , iPhone app . Text reminders are also available	Scheduling online and via smartphone app is available. Android app , iPhone app . Text reminders are also available.	Scheduling online and via smartphone app is available. Android app , iPhone app . Text reminders are also available	Scheduling online and via smartphone app is available. Android app , iPhone app . Text reminders are also available	Scheduling online via ModivCare portal to schedule and monitor trips
Same Day/Sick Visit Instructions	Sick visit trips available same day and must be confirmed by the provider.	Sick visit trips available same day by calling scheduling line above.	Sick visit trips available same day by calling scheduling line above. Non-sick visit same day trips must be authorized by Molina's Member Services.	Sick visit trips available same day by calling scheduling line above. Non-sick visit same day trips must be authorized by Paramount's Member Services.	Sick visit trips available same day by calling scheduling line above.
30 One-Way Trips / 15 Roundtrips Less Than 30 Miles	West/NE Region Central/SE Region Only: 60 One-Way / 30 Roundtrips less than 30 miles	✓	✓	✓	✓
Unlimited Trips	Dialysis, Chemo / Radiation, Hosp discharge, Urgent care, Wheelchair, Women and Children (18 and under).	Hosp discharge, Wheelchair, NICU	Dialysis, Chemo/ Radiation, Hosp discharge, Wheelchair, and Pregnancy related trips	Dialysis, Chemo/ Radiation, Hosp discharge, Wheelchair, Urgent Care, Organ Transplant and Pregnancy related trips	Dialysis, Oncology, Wound Care, Chemotherapy, Substance Use Disorder, Wheelchair, Pregnancy related trips and NICU
Additional Trips Allowed for Pregnancy (Prenatal, Post-Partum, NICU)	✓	✓	✓	✓	✓
Additional Trips Allowed If No Provider Available Within 30 Miles	✓	✓	✓	✓	✓

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Plan Specific Additional Trip Requests & Exceptions	Additional trip request beyond the member's value-added benefit will be granted on a case-by-case basis.	If member exhausts the transportation benefit, the plan works with member to transition to their county NET program if possible	Additional trip request beyond the members value added benefit will be granted on a case-by- case basis determined by Molina staff.	Case-by-case determined in Care Mgmt, authorized w/ notification: Dialysis, Chemo / Radiation, Organ transplant, Hosp discharge & Urgent care permitted after trips used up. 2-day rule waived for kids under 1 year	Case-by-case authorized w/ notification for critical care trip types including: Dialysis, Chemo/ Radiation, transplant, wound care, drug rehab, hospital discharge
Member services for general benefit inquiries, special transport needs, member issues	1-866-246-4358 7am-7pm M-F	1-800-488-0134 7am-7pm M-F	1-800-642-4168 7am-7pm M-F	1-800-462-3589 7am-7pm M-F	1-800-895-2017 7am-7pm M-F
Approved Locations:					
Medical, Dental, Vision, Mental / Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS	✓	✓	✓	✓	✓
Pharmacy after Medical Appointment or as stand-alone trip	✓	✓	✓	✓	✓
Health Condition Education Classes (such as Diabetes, Hypertension)	✓	✓	✓	✓	✓
Centering and Parent Classes (including Car Seat & Cribette classes)	✓	✓	✓	✓	✓
Medicaid, Social Security, BCMH, Waiver Redetermination	✓	✓	✓	✓	✓
Food Bank, Pre-Ordered Grocery, School District COVID-19 / Summer Food Packages	✓	✓	✓	✓	✓

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Approved Transportation Choices:					
Cab/Van	✓	✓	✓	✓	✓
Bus Pass	✓	✓	✓	✓	✓
Lyft (Uber Medical)	✓	✓	✓	✓	✓
Mileage Reimbursement (to driver)	✓	✓	✓	✓	✓
Mileage Reimbursement (to member)		✓	✓	✓	✓
Wheelchair Van	✓	✓	✓	✓	✓

Additional Contact Information:	
Ohio Department of Medicaid (ODM) Provider Hotline	1-800-686-1516
Ohio Department of Medicaid (ODM) Member Hotline	1-800-324-8680