



Nondiscrimination / Language Access Notice under Section 1557 of the Affordable Care Act

Modivcare Solutions, LLC formerly known as LogistiCare Solutions, LLC complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Modivcare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Modivcare provides free language interpreter services to people whose primary language is not English.

Modivcare is leading the transformation to better connect people with care, wherever they are.

We serve members by facilitating non-emergency medical transportation to enable greater access to care, reduce costs and improve health outcomes.



How to Access Routine Transportation

A Resource for PA Aetna Better Health Kids Members



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Aetna Better Health® Kids
A CHIP Health Plan

Routine Transportation



Scan the QR Code
to download the
Modivcare App

Available transportation will depend on your location and condition and may include:

- Car
- Vans
- Taxi
- Rideshare service

There is no additional cost for this service beyond the current health plan. There is no limit to the number of trips a member can take annually. A trip is considered one way; a round trip would be two trips.

This is a curb-to-curb service. Drivers are not allowed to enter a member's home or medical facility. Drivers are required to wait at most 15 minutes past the scheduled pick up time.

What Members Can Expect from Modivcare:

- Protected personal & medical info
- Courteous drivers
- Professional service
- On-time transportation

Make a reservation 1-866-824-1567

Member Reservation Number

Ride Assist

1-866-824-1567

Call this number if transportation is arriving late or to schedule a ride from a facility.

You or the member may also schedule a ride online at www.MyModivcare.com

Hearing Impaired

TTY: 1-866-431-8635

Call for reservations to and from a facility or for assistance if transportation is late.

For medical emergencies please call 911. All telephone numbers are toll free.

**Make reservations Monday – Friday,
8:30am to 5pm local time.**

Please call at least 1 business day in advance to make a reservation, but not more than 30 days before appointment.

Please have the following available when making your reservation:

- Your Member ID number
- Name & address of medical providers
- Appointment day and time

FAQs

Who can call to arrange my transportation? A member, a relative, caregiver or medical facility staff member.

Is there a mileage limit? Yes. The maximum one way is 50 miles and if the member has a further distance, call the SNU line # **1-855-346-9828**.

Where can I go? Any facility or destination covered or approved by the member's health plan.

What if my appointment is canceled or rescheduled? Please call as soon as you're able and let Modivcare know the change in schedule, ideally at least one day before the scheduled pick up time.

What if I have a complaint? Please contact Modivcare through your **Ride Assist Help Line Number at 1-866-824-1567. (Hearing-impaired members can call TTY: 1-866-431-8635)**

What if I'm unsure of the time of my return trip? If you are not sure when your appointment will end, please call the **Ride Assist Help Line Number at 1-866-824-1567 (Hearing-impaired members can call TTY: 1-866-431-8635)** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.