

# 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

### To start, click on your plan from the list below:

- Aetna
- BCBSIL
- CountyCare
- Humana
- Meridian
- Molina



V1-08/2022

For additional details, please look up



**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

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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**"

3

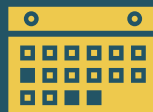
## Additional Rides That May be Covered

Rides to the grocery store



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**.

### **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 Blue Cross and Blue Shield of Illinois

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



2

## Website to Schedule Rides



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

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

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



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## 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 **Reservation Line**.

### **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.

V1-08/2022

\*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.

# Illinois Medicaid Managed Care Consumer Benefits Transportation Toolkit

On Behalf of CountyCare Health Plan

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



Phone Number: (312) 864-8200

2

## Website to Schedule Rides



CountyCare does not have a website to schedule rides.

3

## Additional Rides That May be Covered

Rides to the eye doctor and dentist



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

Rides to get COVID vaccinations



4

## Scheduling Policies



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

### **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

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



**Phone Number:** (855) 253-6867

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.

### **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

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



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## 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.

# 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

**Medicare-Medicaid Alignment Initiative (MMAI):** (844) 644-6353

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 **72 hours** in advance.

If you choose to drive yourself, you may be able to get money back for your gas. 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.