

MO Medicaid Managed Care Transportation Services

This flyer is intended for provider use ONLY and is not to be distributed to MO Medicaid members.

<p>Who is eligible for transportation as part of their benefit?</p>	<ul style="list-style-type: none"> • Almost all members of MO HealthNet’s Managed Care health plans receive non-emergency medical transportation (NEMT) as part of their covered benefits. • In some circumstances, members may not be eligible for NEMT. If you are unsure about eligibility of this benefit, contact the appropriate MO HealthNet Managed Care health plan at the number below. • Members are not required to pay anything additional for transportation.
<p>To arrange a ride, call the MO HealthNet Managed Care health plan’s main phone number.</p>	<p>Missouri Care: 1-800-695-5791 (TTY 1-800-735-2966) Home State Health: 1-855-694-HOME (4663) (TTY 1-877-250-6113) UnitedHealthcare Community Plan: 1-866-292-0359 (TTY 711)</p>
<p>To escalate urgent matters that needs immediate attention.</p>	<p>Missouri Care: 1-800-695-5791 - Ask for Account Supervisor Home State Health: 1-855-694-HOME (4663) – Ask for Case Management UnitedHealthcare Community Plan: 1-866-292-0359 – Ask for Transportation Manager</p>
<p>What trips are eligible for transportation?</p>	<ul style="list-style-type: none"> • Doctor’s office visits, including: <ul style="list-style-type: none"> ○ Primary Care Provider (PCP) appointments ○ OB appointments for prenatal and postpartum care ○ Pediatrician appointments ○ Eye exams ○ Dental appointments ○ Behavior Health appointments ○ Physical Therapy • Counseling and various therapy appointments • Hospital discharges • Lamaze or similar birthing classes • Call the health plan for a full listing of covered trips.
<p>What is the timeframe for requesting a ride?</p>	<p>Transportation must be scheduled at least 3 days before the day of the appointment. You may schedule same-day-transportation for visits to Urgent Care, primary care physician and/or OB. Same-day transportation requires three (3) hours notification.</p>
<p>Mileage reimbursement instructions.</p>	<p>Mileage reimbursement is available for members. Please contact the respective health plan at one of the numbers above and choose “Transportation” from the main menu options.</p>
<p>Important Trip Information</p>	<ul style="list-style-type: none"> • Any trip over 100 miles requires health plan approval, with the exception of hospital discharge. • If member lives within ½ mile from a bus stop or Metro, he/she can call the health plan at the number above and request a bus pass. For exceptions to this requirement, please contact the health plan at one of the numbers above and choose “Transportation”. • Scheduled times are estimates, members should be prepared an hour prior for drivers arrival. • Member should confirm phone number on file with MTM as driver will be calling prior to arrival. • Passengers must enter the vehicle within five (5) minutes of driver’s arrival. • Smoking, eating or drinking in the vehicles is not allowed.
<p>How many passengers are covered to ride along with your patient?</p>	<ul style="list-style-type: none"> • Children who are under the age of 18 must have an adult ride with them. • Car seats may or may not be available, please ask when scheduling transportation. • The number of passengers and ages should be coordinated during the initial phone call when scheduling the transportation.
<p>How can you or your patient submit a complaint about the transportation benefit?</p>	<p>To submit a complaint about the transportation vendor, members should call the appropriate health plan at the main number listed above and select the “Member Services” option from the main menu.</p>