















## Managed Care Organization (MCO) Transportation Benefit Resource Guide for Practices

							
<b>To Schedule, Cancel or get Trip status, Call:</b>	1-833-664-6368 Routine scheduling -7am-8pm M-F Urgent and discharge scheduling -24/7	1-800-282-9720 8am-7pm M-F	1-855-739-5981 24/7 Routine scheduling 7am-8pm M-F  Urgent trip scheduling 24/7	1-855-739-5986 24/7	1-866-642-9279 24/7	1-800-269-4190 or 1-800-895-2017 7am-8pm M-F	1-800-488-0134 7am-7pm M-F
<b>Standard Scheduling Timeline</b>	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance						
<b>Special Scheduling Instructions</b>	Scheduling online via smartphone app, Member chat, MTM Member Portal. Reminder calls or texts are also available.	Information on scheduling is available on the member website and the Sydney app.	Scheduling online and via <a href="#">MTM Link</a> smartphone app is available. Android app, iPhone app. Text reminders are also available	Scheduling online and via <a href="#">access2care</a> smartphone app is available. Android app, iPhone app. Text reminders are also available	Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app. Text reminders are also available.	Scheduling via UHC Customer Service or Provide A Ride at the phone numbers listed above.	Scheduling online and via Provide A Ride smartphone app is available. Android app, iPhone app. Text reminders are also available.
<b>Unlimited Trips</b>	Chemotherapy, radiation, dialysis, wheelchair, non-emergent ambulance transportation, OhioRISE	Members have unlimited trips to Urgent Care, Dialysis, Chemo / Radiation, Hospital discharge, all wheelchair trips and OhioRISE.	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Urgent Care, Pregnancy related and Doctor visits up to 12-months postpartum, Diabetes Management, Wound Care, OhioRISE, Go to <a href="#">Value-Added Benefits</a> for additional services	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Urgent Care, Pregnancy related and Doctor visits up to 12-months postpartum, Diabetes Management, Wound Care, OhioRISE, Go to <a href="#">Value-Added Benefits</a> for additional services	Dialysis, Chemo/Radiation, Hospital discharge, Wheelchair, Pregnancy related trips, OhioRISE	Dialysis, Disorder, NICU, Wheelchair, Pregnancy related trips, Diabetes Management, OhioRISE	Dialysis, Hospital Admission including any discharge, NICU, Pediatrician, EPSDT, Pregnancy related trips including education, Wheelchair transport, OhioRISE
<b>Same Day/Sick Visit Instructions</b>	Same day/sick visit trips available by calling scheduling line above; provider may need to confirm urgency						
<b>30 One-Way Trips/15 Round Trips Less Than 30 Miles</b>	Available for all members, renews on an annual basis <i>For appointments where there is no provider within 30 miles, all necessary transportation is provided</i>						
<b>Additional Trip Limit Exceptions</b>	Radiation, chemotherapy, dialysis, oncology, wound care, hospital discharges, urgent care Additional Trips for Pregnancy (Prenatal, Post-Partum, NICU) 2-day scheduling timeline waived for kids under 1 year and organ transplant						
<b>Approved Locations</b>							
Medical, Dental, Vision, Mental/Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS, Pharmacy after Medical Appointment, Stand Alone Pharmacy Trip, Health Condition Education Classes (e.g., Diabetes, Hypertension), Centering and Parenting Classes (including Car Seat & Cribette classes), Medicaid, Social Security, BCMH, Waiver Redetermination, Food Bank/Pantry, Pre-ordered Grocery Pick-up, Immunizations							
<b>Approved Transportation Choices</b>							
Cab/Van, Bus Pass, Lyft and/or Uber Medical, Mileage Reimbursement to driver/to member, Wheelchair Van <i>Please contact plan for medically assisted and stretcher transport needs</i>							
<b>Additional Contact Information</b>							
							
<b>Plan Member Services for General Benefit Inquiries, Issues, Special Requests</b>	1-833-764-7700	1-844-912-0938 (TTY 711) 7am-8pm M-F	1-866-246-4358 7am-7pm M-F	1-877-856-5702 7am-8pm M-F	1-800-642-4168 7am-7pm M-F	1-800-895-2017 7am-7pm M-F	1-800-488-0134 7am-7pm M-F
<b>Ohio Department of Medicaid (ODM) Provider Hotline</b>					<b>1-800-686-1516</b>		
<b>Ohio Department of Medicaid (ODM) Member Hotline</b>					<b>1-800-324-8680</b>		