



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

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



How to Access Routine Transportation



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A Resource for
Sentara Health
Network Medicare
Members

Routine Transportation

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

- Car, vans, taxi or rideshare service
- Ambulance (ALS / BLS), mass transit, specialty care transport
- Wheelchair lift-equipped vehicle

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

Please contact Member Services at the number on the back of the member ID card to find out how many trips are included in your plan.

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 least 15 minutes past the scheduled pick-up time.

If a rideshare driver, such as Uber or Lyft, they will only wait for five minutes. When you schedule your trip, you will be told if it will be a rideshare driver.

What Members Can Expect from Modivcare:

Protected personal and medical information, polite drivers, professional service, and on-time transportation

Scan QR code
or call to make
a reservation



1-866-381-4860

Medicare Member Reservation Number

Ride Assist

1-866-381-4860

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 [MyModivcare.com](https://www.mymodivcare.com)

Hearing Impaired

TTY: 711

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.

To make a reservation, call Monday through Friday, 6 a.m. to 6 p.m

Please call at least five business days before the appointment to make a reservation, but not more than 30 days.

Please have the following available when making your reservation:

- Your member ID number
- Location name and address
- Day and time

FAQs

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

Is there a mileage limit? Yes. The maximum one way mileage depends on your plan benefit.

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

What if I had an appointment and it's 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 1-800-927-6048 (Hearing-impaired members can call: TTY: 711).**

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 1-800-927-6048 (Hearing-impaired members can call: TTY: 711)** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.