

Nonemergency Transportation Benefit



Medicare

Administers the nonemergency transportation benefit for Sentara Community Plan (Medicaid) and Sentara Medicare members.

Benefits

- Nonemergency transportation for members
- Transport to and from medical appointments with a participating provider
- Limit of two escorts during transport
- Case manager pre-approval required for trips exceeding 50 miles out of state
 - Exceptions: Children's National Hospital, Children's Hospital of Philadelphia, or Duke University Hospital

Hours of Operation

- Monday through Friday, 6 a.m. to 6 p.m. for routine reservations
- Urgent trips available on weekends and on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas

- Urgent reservations—available 24 hours daily
- "Where's My Ride"—available 24 hours daily
- Routine reservations are available for members and providers scheduling appointments for weekdays after 5 p.m. and on the weekend.

Hospital Admission/Emergency Room Visits

- Members may be transported from home to hospital **only if they are being admitted.**
- Members needing to go to the emergency room **must call 911.**

**Emergency ambulance
services are not
included in the
transportation benefit.**



How It Works

- Members can book online or call to schedule reservations and “will call” return trips:
 - Using the member app at mymodivcare.com/modivcare-app
 - **Sentara Community Plan members** call **1-877-892-3986**
 - **Sentara Medicare members** call **1-866-381-4860**
- Facilities may schedule using the facility portal by visiting tripcare.modivcare.com/login and setting up an account.
- Recurring Trips: The treating facility’s office must submit a written request on behalf of the member for all “Standing Order” trips (regular weekly/daily transportation to a facility or appointment—typically, behavioral health, adult day care, dialysis, and chemotherapy-related appointments).
- All trips **must** be booked at least **three business days** (for Sentara Medicare) or **five business days** (for Sentara Community Plan) in advance of the appointment, unless it is an urgent trip, which will be verified. Trips may be booked up to 30 days in advance.

Mileage Reimbursement

- Members are encouraged to utilize Mileage Reimbursement in the Modivcare App to schedule trips and request payment for the most efficient **mileage reimbursement**: mymodivcare.com/modivcare-app.
- Drivers may visit mymodivcare.com/mileage-reimbursement#forms to download and print the form or call **1-877-892-3986** (Sentara Community Plan) or **1-866-381-4860** (Sentara Medicare) to request the mileage reimbursement form be mailed to them.
- Members must request mileage reimbursement at the time of scheduling the reservation, which can be scheduled up to the same day.

- **Modivcare** determines the correct mileage through their transportation management system.
- **A provider office signature is required.**

Standing Orders

The preferred method for facilities to access Standing Orders or Standing Order Change Forms is via the TripCare website at tripcare.modivcare.com/login at least **three days** (for Sentara Medicare) or **five days** (for Sentara Community Plan) prior to the first date of transport.

- If unable to use TripCare, fax the form to **1-866-907-1497** at least **three days** (for Sentara Medicare) or **five days** (for Sentara Community Plan) prior to the first date of transport.
 - Call **1-877-892-3986** (Sentara Community Plan) or **1-866-381-4860** (Sentara Medicare) to schedule individual trips if the member needs transport before the standing order goes into effect.
 - Allow 24 hours after the form is sent to confirm receipt.
- Fill out forms completely and legibly.
- Print and sign your name.

Important Information To Include in a Standing Order Request

- Does the member require hand-to-hand, door-to-door, or curb-to-curb?
- Does the member require wheelchair assistance or other special instructions (such as bariatric, seizure precautions, behaviors, etc.)?
- Information on the type of wheelchair, number of steps, height, and weight are important details as well.
- Does the member have special language and/or other communication requirements?



Direct questions to any standing order representative on the facility line:

- Sentara Community Plan: **1-877-892-3986**
- Sentara Medicare: **1-866-381-4860**

Minor Travel Documentation Requirements

- Members under 18 years of age must be accompanied by a parent, legal guardian, or family-approved adult who must have signed a Minor Consent Form, unless minor is emancipated (can be a pregnant minor).
- Minors between 13 and 17 years of age may travel alone to Medicaid-paid program services if a Minor Consent Form is signed by the parent or legal guardian on file with Modivcare prior to the date of transport.
- If a parent, legal guardian, or family-approved adult is not available to accompany a child 12 and under, a signed Minor Consent Form is required, and Modivcare will arrange transportation with a provider that can offer an appropriately trained attendant based on the child's individual needs.

Registering a Complaint

- **Option 1** - To resolve a concern with a Modivcare representative or to escalate for further investigation:
 - **Sentara Community Plan members** call **1-877-892-3986**.
 - **Sentara Medicare members** call **1-866-381-4860**.
- **Option 2** - Member contacts Sentara Health Plans member services:
 - **Sentara Community Plan members** call **1-800-881-2166 (TTY: 711)**.
Monday–Friday, 8 a.m. to 8 p.m.
 - **Sentara Medicare members** call **1-800-927-6048 (TTY: 711)**
October 1–March 31, 7 days a week, 8 a.m.–8 p.m.
April 1–September 30, Monday–Friday, 8 a.m.–8 p.m.
- **Option 3** - Third party (outreach, case manager, business owner, Sentara Health Plans employee) files a complaint on behalf of a member directly with Modivcare.