

**Fee For Service (FFS) Non-Emergency Medical Transportation (NEMT)
Frequently Asked Questions (FAQs) for Members, Providers, and Facilities**

Many common questions can be answered by reviewing the frequently asked questions below. Clicking the link for the question will display its answer.

- Q. Who is eligible for FFS Non-Emergency Medicaid Transportation (NEMT)?**
- A. FFS Non-Emergency Medicaid Transportation is for eligible members who need transportation to a Medicaid paid service and who are not enrolled in a Medicaid Managed Care Organization (MCO).
- Q. If I am enrolled in a Medicaid Managed Care Organization (MCO), do I have transportation benefits?**
- A. You may be entitled to transportation from your MCO plan. Some of the information on this website does not apply to MCO transportation. Refer to your MCO benefits handbook or contact your MCO plan for an explanation of transportation benefits. Use the following link for MCO transportation contact telephone numbers. <https://www.dmas.virginia.gov/for-providers/transportation/non-emergency-transport/> and look under the heading “Information” and click on “Transportation Contacts for Reservations and Ride Assist/Customer Service”.
- Q. What is Non-Emergency Medicaid Transportation (NEMT)?**
- A. Non-Emergency Medicaid Transportation is pre-scheduled, pre-authorized and medically necessary transportation to Medicaid-paid services such as medical appointments, waiver programs and dialysis.
- Q. What does medically necessary transportation mean?**
- A. Medically necessary transportation is defined as the most appropriate level or type of vehicle that can safely be provided to the member. NEMT levels of service include taxi (including sedans and mini-vans), non-emergency ambulance, stretcher van and wheelchair van. You may also have three alternatives: fixed-route public transportation, mileage reimbursement or Volunteer Driver.
- Q. What information do I need to schedule transportation?**
- A. You will need your Member Medicaid ID number, date of birth, name of doctor or facility, the scheduled pick up address, destination address, treating facility’s phone number, date and time of appointment, and return time.
- Q. What are the requirements to receive non-emergency Medicaid transportation (NEMT)?**
- A. Transportation is provided for Medicaid members who have no other means of transportation to a Medicaid-paid service and transportation is included in your Medicaid benefits. In case of a life-threatening emergency, call 9-1-1.
- Q. How can I make a reservation?**

- A. You can make a reservation on the Member Services Website (<https://member.modivcare.com>). You can call the NEMT reservation line at 866-386-8331 at least five (5) business days prior to the scheduled medical appointment. (Verifiable urgent trips, like a follow-up appointment or sudden, non-life threatening illness, may be reserved with less than five (5) business days' notice.) Please have your Medicaid ID number and the necessary appointment information ready when calling the reservations line. You can also make a reservation using the ModivCare Trip Manager Mobile App. If you need to make transportation reservation with one of the MCOs please see Reservation telephone numbers at: <https://www.dmas.virginia.gov/for-providers/transportation/non-emergency-transport/> and look under the heading "Information" and click on "Transportation Contacts for Reservations and Ride Assist/Customer Service"

Q. What if I need to go to the pharmacy after my medical appointment?

- A. If you usually go to the pharmacy after your medical appointment, please request the trip to the pharmacy at the same time you make your transportation reservation to your medical appointment. If you find out at the medical appointment you need to go to the pharmacy, you must contact ModivCare immediately at 1-866-386-8331. Request that a pharmacy stop be added to your return trip. You will need to give the name and address of your pharmacy.

Q. How is the type of transport determined?

- A. ModivCare will ask you about your health condition and physical limitations in determining the most appropriate type of transportation.

Q. What does Ambulatory mean?

- A. Ambulatory is defined as
- able to walk , or
 - able to walk with the assistance of a walker or other device; or
 - able to transfer from a wheelchair to a vehicle without assistance, and able to stand and pivot without assistance

Q. Define Wheelchair Van?

- A. A wheelchair van is a motorized vehicle equipped specifically with a certified wheelchair lift, and wheelchair securement system designed or adapted to safely carry passengers in manual or electric wheelchairs and other mobility devices. Wheelchair van services can only be used in non-emergency transportation. They are limited to use by members who can sit upright, to members without acute medical problems that require them to remain in a horizontal position, and by members who use a mobility device.

Q. Define Ambulance?

- A. Ambulance, as defined by *Code of Virginia §32.1-111.1*, means any vehicle, vessel or craft that holds a valid permit issued by the Virginia Department of Health, Office of Emergency Medical Services (OEMS) and that is specially constructed, equipped, maintained and operated, and intended to be used for emergency medical care and the transportation of patients who are sick, injured, wounded, or otherwise incapacitated or helpless. The word "ambulance" may not appear on any vehicle, vessel or aircraft that does not hold a valid EMS vehicle permit.
ModivCare only provides non-emergency ambulance transportation.

Q. Define Stretcher-van?

- A. A Stretcher-van is similar to a wheelchair van but it is designed to transport a passenger on a stretcher. It is used when a passenger must be transported in a prone position but does not need the medical services of an ambulance. Stretcher-van service does not provide emergency medical transport and does not include any medical monitoring, medical aid, medical care or medical treatment during transport. It requires a crew of two people on board to safely load and unload the stretcher.

- Q. How much notice is needed to schedule transportation to an appointment?**
- A. Transportation for a routine appointment must be requested five (5) business days in advance. The day of the request does not count as one of the five days. The day of the appointment does count.
- Q. What information is needed to make a reservation?**
- A. You will need the following information to complete the reservation:
1. Member's full name,
 2. Member's 12-digit Medicaid number,
 3. Street address of the residence or specific building name such as "701 3rd Street, ABC Apartments, #303) where the member is to be picked up
 4. Street address of the specific destination where the member appointment will occur such as University Hospital, Jefferson Building, 1200 N 4th Street, Room 711.
 5. Transportation reservations may be taken with less than a 5-day notice if they are of an urgent nature, which will be verified with the physician's office.
- Q. What is an Urgent trip?**
- A. Urgent reservations are defined as a trip to treat a sudden illness or other medical condition that is not life threatening but the member's doctor or other healthcare professional wants to see the member in less than a five (5)-day notice. For example, a baby wakes up with a serious cold or and adult has an infection. Urgent care reservations are not for routine appointments or appointments where the member failed to notify ModivCare to arrange transportation.
- Q. What are examples of Urgent trips?**
- A. Examples of such trips are follow-up appointments within five days, appointments deemed "urgent" by the physician, urgent MRI or CT Scan ordered by a physician, wound care, chemotherapy and radiation therapy. ModivCare will verify the urgency with the physician's office.
- Q. Does ModivCare contact doctors, facilities, or agencies to verify appointments?**
- A. Yes, all Medicaid-paid services are subject to verification or service authorization prior to transport.
- Q. What if the member has a request for an emergency trip?**
- A. Emergency ambulance trips are **not** arranged through ModivCare. If an emergency ambulance trip is needed, 9-1-1 should be called.
- Q. What are examples of emergencies?**
- A. Examples are sudden life threatening medical situations, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose and any situation where immediate medical treatment is necessary.
- Q. If I have scheduled transportation and the appointment has been canceled or I have decided not to attend, what should I do?**
- A. To cancel a trip, notify ModivCare immediately by calling the "Ride Assist" line at 866 246-9979. If you do not cancel the trip early enough, the provider will not be paid for the trip. However, the transportation provider can file a "Rider No-Show" complaint against you if you did not cancel. FFS and MCO Ride Assist telephone numbers can also be found at <https://www.dmas.virginia.gov/providers/transportation/non-emergency-transport/> click on Transportation Contacts for Reservations and Ride Assist/Customer Service.

- Q. What should I do when transportation has been scheduled and no transportation provider arrives to transport the member to the medical appointment?**
- A. A member's transportation becomes "late" 15 minutes after the scheduled pickup time. Call the "Ride Assist" line and file a "Provider Late" complaint. Ride Assist can call the provider about the delay or try to find another provider for your trip.
- Q. What is the "Ride Assist" phone number for my area?**
- A. The "Ride Assist" phone number for the entire State of Virginia for ModivCare is 866 246-9979. MCO Ride Assist telephone numbers can be found at <https://www.dmas.virginia.gov/for-providers/transportation/non-emergency-transport/> click on "Transportation Contacts for Reservations and Ride Assist/Customer Service".
- Q. What if I don't know what region I am in?**
- A. Please refer to the chart below. In order to determine the region you are in, find the city or county in which you live and refer to the region number.

REGIONS BY LOCALITY AND FIPS Code					
Region 1 - TIDEWATER					
550	CHESAPEAKE	700	NEWPORT NEWS	800	SUFFOLK
073	GLOUCESTER	710	NORFOLK	810	VIRGINIA BEACH
650	HAMPTON	735	POQUOSON	830	WILLIAMSBURG
093	ISLE OF WIGHT	740	PORTSMOUTH	199	YORK
095	JAME CITY CO.				
Region 2 - CENTRAL					
001	ACCOMACK	081	GREENSVILLE	133	NORTHUMBERLAND
007	AMELIA	085	HANOVER	135	NOTTOWAY
025	BRUNSWICK	087	HENRICO	730	PETERSBURG
033	CAROLINE	670	HOPEWELL	145	POWHATAN
036	CHARLES CITY	097	KING AND QUEEN	147	PRINCE EDWARD
041	CHESTERFIELD	099	KING GEORGE	149	PRINCE GEORGE
570	COLONIAL HEIGHTS	101	KING WILLIAM	760	RICHMOND CITY
049	CUMBERLAND	103	LANCASTER	159	RICHMOND CO.
053	DINWIDDIE	111	LUNENBURG	175	SOUTHAMPTON
595	EMPORIA	115	MATHEWS	177	SPOTSYLVANIA
057	ESSEX	117	MECKLENBURG	179	STAFFORD
620	FRANKLIN CITY	119	MIDDLESEX	181	SURRY
630	FREDERICKSBURG	127	NEW KENT	183	SUSSEX
075	GOOCHLAND	131	NORTHAMPTON	193	WESTMORELAND
Region 3 - WESTERN/CHARLOTTESVILLE					
003	ALBEMARLE	590	DANVILLE	125	NELSON
009	AMHERST	065	FLUVANNA	137	ORANGE
011	APPOMATTOX	079	GREENE	143	PITTSYLVANIA
015	AUGUSTA	083	HALIFAX	165	ROCKINGHAM
029	BUCKINGHAM	660	HARRISONBURG	790	STAUNTON
031	CAMPBELL	109	LOUISA	820	WAYNESBORO
037	CHARLOTTE	680	LYNCHBURG		
540	CHARLOTTESVILLE	113	MADISON		
Region 4 - ROANOKE - ALLEGHANY					
005	ALLEGHANY	067	FRANKLIN CO.	155	PULASKI
017	BATH	071	GILES	750	RADFORD
019	BEDFORD CO.	089	HENRY	770	ROANOKE CITY
023	BOTETOURT	091	HIGHLAND	161	ROANOKE CO.
530	BUENA VISTA	678	LEXINGTON	163	ROCKBRIDGE
580	COVINGTON	690	MARTINSVILLE	775	SALEM
045	CRAIG	121	MONTGOMERY	197	WYTHE
063	FLOYD	141	PATRICK		
Region 5 - SOUTHWEST					
021	BLAND	640	GALAX	169	SCOTT
520	BRISTOL	077	GRAYSON	173	SMYTH
027	BUCHANON	105	LEE	185	TAZEWELL
035	CARROLL	720	NORTON	191	WASHINGTON
051	DICKENSON	167	RUSSELL	195	WISE
Region 6 - NORTHERN/WINCHESTER					
510	ALEXANDRIA	610	FALLS CHURCH	139	PAGE
013	ARLINGTON	061	FAUQUIER	153	PRINCE WILLIAM
430	CLARKE	069	FREDERICK	157	RAPPAHANNOCK
047	CULPEPER	107	LOUDOUN	171	SHENANDOAH
600	FAIRFAX CITY	683	MANASSAS CITY	187	WARREN
059	FAIRFAX CO.	685	MANASSAS PARK	840	WINCHESTER

- Q. **What happens if I don't know what time the appointment will be over and no time is arranged in advance for the return ride?**
- A. Your return trip can be scheduled as a "Will Call". You will use the same "Ride Assist" phone number listed above. Once the appointment is finished, you or someone at the medical facility will call the "Ride Assist" phone number and

request transportation to be sent to pick you up. The transportation provider will be dispatched and will have up to 45 minutes to arrive.

Q. What if I have a complaint about a transportation service?

- A. For questions, complaints or concerns, please call "Ride Assist" at (866) 246-9979 and speak with a customer service representative. The customer service representative will give you a tracking number for your complaint or concern. Please keep this number for future reference. You can also download a Compliment or Complaint form on the following websites: <http://transportation.dmas.virginia.gov/Members/Downloads> and click on "Compliment and Complaint Form" or go to: <http://transportation.dmas.virginia.gov/Members/Downloads> and click on Compliment and Complaint Form. Instructions are included with the form.

If you rode with a MCO NEMT Program and want to file a complaint. Please look up the Ride Assist telephone number for your MCO at <https://www.dmas.virginia.gov/for-providers/transportation/non-emergency-transport/> click on Transportation Contacts for Reservations and Ride Assist/Customer Service and call the Ride Assist number and discuss the complaint with the Customer Service Representative.

Q. What if I want to file an Appeal for denied transportation services through ModivCare.

- A. If you called in transportation reservations with ModivCare and they denied your transportation you will automatically receive a transportation denial letter. The denial letter will include your appeal rights. If you would like to file an appeal for any other transportation reason please go to <http://transportation.dmas.virginia.gov/Members/Downloads> and click on "Virginia Medicaid/FAMIS Appeal form. You can download and print the form. Please ensure you follow the directions included on the form.

Q. Is there a number for the deaf and hard of hearing members?

- A. Yes, members who are deaf and hard of hearing can dial 7-1-1 or use your preferred Relay Service to reach us at 1-866-386-8331 or TTY 1-866-288-3133.

Q. Can a member ask for a preferred transportation provider?

- A. Medicaid members do not have the freedom of choice to choose their transportation provider. A request can be made and will be noted by ModivCare. However, ModivCare reserves the right to utilize a different transportation provider consistent with the transportation needs of the member.

Q. Who can call for transportation reservations?

- A. Transportation can be arranged by you, your representatives (such as family, friends, or case manager) or your Medical service provider.

Q. What is the requirement for minors traveling alone?

- A. Minors age 17 to 13 years of age can ride by themselves with the parent or guardian permission. The parent or guardian must sign the Consent form. Minors 12 and under must be escorted by a parent, guardian, relative or friend. If an escort will not be available, ModivCare will work with the transportation provider to provide an attendant to ensure so two adults will be on the van with the minor. The escort must be age 18 or over unless it is the parent. Minors 17 to 13 years of age may travel alone to certain after-school Medicaid-paid programs services if a Consent and Release of Liability Form signed by the parent or guardian is on file with ModivCare. Please contact the Utilization Review Department at 1-866-386-8331 for more information.

Q. Where do I get the Consent and Release of Liability Form?

A. Please refer to the Consent and Release of Liability Form found on this website on the download navigator.

Q. Who can sign the Consent and Release of Liability Form?

A. The Consent and Release of Liability Form must be signed by the parent or legal guardian of the minor.

Q. What is an Escort?

A. An escort is a family member, friend or facility employee who accompanies a Medicaid member (any age) for the entire trip and stays with the member at the destination. ModivCare is not responsible for providing escorts. There is no charge for an escort to ride with the member. Please let ModivCare know an escort is riding with the member at the time of calling in your reservation.

Q. What is a transportation attendant?

A. A transportation attendant accompanies a member or a group of members during transport only. The attendant is on the vehicle to ensure the safe operation of the vehicle and the safety of the members. The attendant is employed by the transportation provider. The attendant is not a medical professional and cannot provide any medical services. A transportation attendant will be provided for a member or a group of members when it is necessary for the safety of the member(s), to ensure timeliness of the trip and to reduce behavioral problems en route. Attendant requests need to be approved through ModivCare's Utilization Review Department (URD) before transport. Please call URD at 1-866-386-8331 for assistance.

Q. Who can request an attendant for a member?

A. Requests for an attendant will be accepted from a qualified assessor, such as the member's parent or guardian, the member's case manager or social worker.

At the time of the request, an Attendant Care Eligibility Assessment form must be completed and faxed to ModivCare's Utilization Review at **866-907-1491**.

Q. Where do I get the Attendant Care Eligibility Assessment form?

A. You will find the Attendant Care Eligibility Assessment Form on this website on the download navigator.

Q. Can an attendant stay with a Medicaid member for a Medicaid paid service such as a doctor appointment?

A. No, attendants are for the safety of members while riding the vehicle only. However, the member can have an escort ride for free. When the transportation reservation is called in make sure and tell the customer service representative you have an escort riding as well.

Q. What is a Volunteer Driver?

A. ModivCare coordinates volunteer drivers to transport Medicaid members to and from their Medicaid covered service anywhere in Virginia. A Volunteer Driver is someone who is willing to share their time and vehicle to help meet the transportation needs of their community. The Volunteer Driver provides NEMT for local and long distance trips and receives mileage reimbursement.

Q. What are the requirements to be a Volunteer Driver?

- A. The requirements are:
- a. At least 18 years of age
 - b. Current and valid driver's license with 2 prior years of driving experience
 - c. Good driving record with (-) 2 points or less
 - d. Criminal background check and drug screen
 - e. Liability automobile insurance coverage

- f. A ModivCare-inspected automobile which is safe and in roadworthy condition. The vehicle will have a ModivCare sticker on the passenger side back window.
- g. Passenger assistance Training
Note: Volunteer Drivers have the same requirements as regular transportation provider's drivers.

Q. What are the benefits of a Volunteer Driver?

- A. Reimbursed at a rate of \$0.50 per traveled mile, personal satisfaction of helping others, FREE Emergency Kit, ModivCare driver training, etc.

Q. Who do I contact to be a Volunteer Driver?

- A. To become a Volunteer Driver you can contact a ModivCare Network Development at (866) 810-8305 ext. 2615.

Q. What is the Mileage Reimbursement program?

- A. Mileage Reimbursement pays a member's friend, neighbor or relative at a rate of at least \$0.40 per mile or more from the member's residence to the Medicaid paid service and the return trip home. Mileage Reimbursement trips must be pre-authorized by ModivCare **before** transport. ModivCare assigns a unique trip number to the reservation. The trip number is needed to receive any reimbursement.

Q. How can a friend or family member receive mileage reimbursement for driving me to my Medicaid appointments?

- A. Prior to the trip, call ModivCare to schedule the transportation. When scheduling mileage reimbursement trips, you will need the name of the person who will be transporting the member as well as their telephone number and mailing address.

Q. How will the mileage reimbursement driver be paid?

- A. In order to be reimbursed, a Mileage Reimbursement Trip Log will need to be completed. The physician's office must sign the trip log. The payee will mail the completed signed trip log to ModivCare's Claims Department for processing. You still need to call ModivCare **before** the trip(s) is made to get a trip number for the trip log. If you fail to call in ahead of time, you will not receive reimbursement.

Q. How do I get a copy of the Mileage Reimbursement Trip Log?

- A. You will find the Mileage reimbursement Trip Log on this website on the download navigator. Contact ModivCare **before** transporting to receive prior approval and trip number for reimbursement. The trip number is required for reimbursement.

Q. When will a Mileage Reimbursement trip be paid?

- A. The check will be issued three (3) to four (4) weeks after ModivCare's receipt of the properly completed Mileage Reimbursement Trip Log.

Q. If my scheduled Medicaid appointment is near a bus line (Public Transportation), can I take the bus?

- A. Yes

Q. How does a member arrange Public Transportation?

- A. Call the ModivCare reservations line at 866-386-8331 at least five (5) days before the scheduled medical appointment. This allows for proper delivery of the bus tokens, tickets, swipe cards or passes. Please tell the customer service representative the member will be using public transportation.

Q. Who do I call if I have not received the bus tickets?

A. Please call ModivCare's Transportation Coordinator toll free at 866-810-8305 Ext. 2620.

Q. Is there a Medicaid User's Guide for Medicaid Transportation?

A. Yes. A copy can be accessed on this website on the download navigator.

Q. Can I obtain NEMT program information in a non-English Language?

A. Yes, please call ModivCare at 866-386-8331 to request a translator for the language you speak.

Members Download Page

<http://transportation.dmas.virginia.gov/Members/Downloads>

Title	Description	
1. Member Handbook for Riding NEMT	<i>A Medicaid Member's Non-Emergency Medicaid Transportation(NEMT) guide</i>	Download
2. Tips for Arranging Medicaid Non-Emergency Transportation	<i>Provides Tips for members on how to arrange Medicaid Non-Emergency Transportation.</i>	Download
3. ModivCare 5 Day Notice Requirement Flyer	<i>Informs members a 5 day notice is required to schedule non-emergency transportation.</i>	Download
4. Medical Necessity Form	<i>Must be completed by a medical professional or qualified case manager. This form may be required if a level of service is questionable when requesting transportation for a member that is not able to walk.</i>	Download
5. Compliment and Complaint Form	<i>A form used to report issues or dissatisfaction with ModivCare or transportation services.</i>	Download
6. Mileage Reimbursement Instructions	<i>Explains the criteria and how the members are reimbursed.</i>	Download
7. Mileage Reimbursement Trip Log	<i>A form, which must be completed by a medical professional, when requesting transportation for a member that has access to a vehicle or can be transported by a friend or relative.</i>	Download
8. Volunteer Driver Flyer	<i>Informs who volunteer drivers are and lists the requirement of becoming a volunteer driver.</i>	Download
9. Attendant Care Eligibility Assessment Form	<i>An eleven question assessment that provides descriptive information regarding a member's behavior during transport. This assessment is used in the attendant approval/denial process.</i>	Download
10. Consent and Release of Liability Form for Transporting Minor Children to after school and day support programs	<i>Must be completed by a parent or legal guardian when requesting transportation for minor children under the age of 18. This form must be completed and returned to ModivCare's Utilization Review Department prior to the transport date.</i>	Download
11. Virginia Medicaid/FAMIS Appeal Form	<i>A form the member uses to explain reasons for an appeal.</i>	Download

Useful Links for Members

<http://transportation.dmas.virginia.gov/Members/Useful-Links>

Below you will find many useful links to aid you with any additional information that you may not have found on this site. If you are still unable to find the answers that you are seeking, please visit our “Contact Us” page and give us a call or send us an email. We are committed to satisfying your transportation needs.

The links below will open a separate window or tab for you to view.

- DMAS—Virginia Department of Medical Assistance Services (DMAS) – DMAS is the agency that administers Medicaid and the State Children’s Health Insurance Program (CHIP) in Virginia.
<http://www.dmas.virginia.gov/>
- DMAS Member Handbook *Included on this website on the download navigator.*
- Virginia.gov—the official Commonwealth of Virginia website. The first place to look for information on Virginia Government, Jobs, and Tourism.
<https://www.virginia.gov>
- The Governor’s website: Member Services—an online interface to assist existing members in requesting transportation services from ModivCare. Included on this website. <http://www.governor.virginia.gov/>
- ModivCare home page—ModivCare Solutions Website
<http://www.ModivCare.com/>
- ModivCare Member Services – An online interface to assist existing members in requesting transportation services from ModivCare.

Healthcare Facility Frequently Asked Questions

Q. What is the definition of Fee-for-Service (FFS) VA Medicaid Transportation services?

A. FFS Medicaid transportation services are identified as non-emergency, medically necessary transportation provided to eligible members to ensure reasonable access to and from FFS Medicaid and FAMIS covered services. Non-Emergency Medicaid Transportation is pre-scheduled, pre-authorized and medically necessary transportation to Medicaid-paid services such as medical appointments, waiver programs and dialysis.

Q. What does medically necessary transportation mean?

A. Medically necessary transportation is defined as the most appropriate level or type of vehicle that can safely be provided to the member. NEMT levels of service include taxi (including sedans and mini-vans), non-emergency ambulance, stretcher van and wheelchair van. You may also have three alternatives: fixed-route public transportation, mileage reimbursement or Volunteer Driver.

ModivCare manages different levels of service in all of Virginia’s Medicaid programs. Please see level of service table listed below for levels of service provided to each program. **All transports must be preauthorized and prescheduled by ModivCare.**

Q. If I am enrolled in a Medicaid Managed Care Organization (MCO), do I have transportation benefits?

You may be entitled to transportation from your MCO. Some of the information on this website does not apply to MCO transportation. Refer to your MCO benefit handbook or contact your MCO plan for an explanation of transportation benefits. Click here for MCO transportation contact telephone numbers. <https://www.dmas.virginia.gov/for-providers/transportation/non-emergency-transport/> and look under the heading “Information” and click on “Transportation Contacts for Reservations and Ride Assist/Customer Service”

Q. What is Non-Emergency Medical Transportation (NEMT)?

A. Non-Emergency Medical Transportation is pre-scheduled, pre-authorized and medically necessary transportation to Medicaid-paid services such as medical appointments, waiver programs and dialysis.

Q. At what levels of service will members travel?

A. The level of service describes the type of service required to transport a member. A member can travel by one of several levels of service based on the medical necessity and plan coverage.

Ambulatory (Taxi or Van)	Wheelchair	Ambulance	Stretcher-Van
Virginia Medicaid	Virginia Medicaid	Virginia Medicaid	Virginia Medicaid

Don’t forget you can ride with a friend or family member for mileage reimbursement. If you have a bus service in your area, you can ride the bus.

Please discuss your level of service needed for your transportation needs with ModivCare's customer service representative at 866-386-8331.

Q. What does medically necessary transportation mean?

A. Medically necessary transportation is defined as the most appropriate level or type of vehicle that can safely be provided to the member. NEMT levels of service include, sedans, mini-vans, non-emergency ambulance, stretcher van, wheelchair van and taxi. You may also have three alternatives: fixed-route public transportation, mileage reimbursement or Volunteer Driver.

Q. What does Ambulatory mean?

A. Ambulatory is defined as

- able to walk , or
- able to walk with the assistance of a walker or other device; or
- able to transfer from a wheelchair to a vehicle without assistance, and able to stand and pivot without assistance

Q. Define Wheelchair Van?

A. A wheelchair van is a motorized vehicle equipped specifically with a certified wheelchair lift and wheelchair securement system designed or adapted to safely carry passengers in manual or electric wheelchairs and other mobility devices. Wheelchair van services can only be used in non-emergency transportation. They are limited to use by members who can sit upright, to members without acute medical problems that require them to remain in a horizontal position and by members who use a mobility device.

Q. Define Ambulance?

A. Ambulance, as defined by *Code of Virginia §32.1-111.1*, means any vehicle, vessel or craft that holds a valid permit issued by the Virginia Department of Health, Office of Emergency Medical Services (OEMS) and that is specially constructed, equipped, maintained and operated, and intended to be used for emergency medical care and the transportation of patients who are sick, injured, wounded, or otherwise incapacitated or helpless. The word "ambulance" may not appear on any vehicle, vessel or aircraft that does not hold a valid EMS vehicle permit. **ModivCare only provides non-emergency ambulance transportation.**

Q. Define Stretcher-van?

A. A Stretcher-van is similar to a wheelchair van but it is designed to transport a passenger on a stretcher. It is used when a passenger must be transported in a prone position but does not need the medical services of an ambulance. Stretcher-van service does not provide emergency medical transport and does not include any medical monitoring, medical aid, medical care or medical treatment during transport. It requires a crew of two people on board to safely load and unload the stretcher.

Q. What is a standing order?

A. Standing Orders are recurring trips for treatment that are scheduled at least one (1) day per week to programs such as Supported Employment, Day Support and Dialysis.

Q. How can the Utilization Review/Facility Department help?

A. Facilities who would like to arrange a standing order appointment for Medicaid members should contact a Utilization Review/Facility Representative, submit by fax a Transportation Request Form at least five (5) days in advance for routine appointments and two (2) day notice for standing orders, or utilize the ModivCare Facility Services website. Please see Facility information on this website. **The phone number is 866-679-6330 and the fax number is 866-907-1491.** The Utilization Review/Facility Department is available 8:00 AM – 5:00 PM, Monday – Friday.

Q. Is it possible for a Medicaid member to be enrolled in both regular and managed care Medicaid?

A. Yes, a member in a Waiver program may also be enrolled in an MCO/ Plan. Transportation to the Waiver service is covered by ModivCare's FFS contract. Transportation to a routine medical appointment is covered by the MCO Plan or its transportation broker. ModivCare is the transportation broker for several MCOs. When you call ModivCare for transportation arrangements, transportation will be set up accordingly.

Q. What is a Standing Order Request Form?

A. A Standing Order Request Form is document used by facilities to request reoccurring transportation to programs such as Supported Employment, Day Support and Dialysis.

Q. Where do I get the Standing Order Request Form?

A. Instructions and the Standing Order Request Form are located on the Download navigation section of this website.

Q. Who fills out the Standing Order Request Form?

A. The Standing Order Request Form must be completed by a Facility representative such as a dialysis clinician, social worker, case manager or other healthcare professional.

Q. Who can request a change to a current standing order?

A. All changes to a standing order must be made by a facility representative. Changes must be made with ModivCare who will then contact the assigned transportation provider. Do not make changes with the transportation provider or driver directly. The new Standing Order Request Form should be faxed to 866-907-1491.

Q. How much notice is needed to schedule transportation?

A. Transportation should be scheduled five (5) business days in advance of the appointment. The day of the appointment is not being included in this

calculation. Please have the member's name, Medicaid number, name and address to the pick-up facility, or residence, as well as the destination facility, available when making a reservation. Transportation reservations may be taken with less than a 5-day notice if they are of an urgent nature, which will be verified with the physician's office.

Q. What is an Urgent Trip?

A. An Urgent Trip is defined as a trip to treat a sudden illness or other medical condition that is not life threatening but the member's doctor or other healthcare professional wants to see the member in less than five (5)-days. For example, a baby wakes up with a serious cold or an adult has an infection. Urgent Trip reservations are not for routine appointments or appointments where the member failed to notify ModivCare to arrange transportation.

Q. What are examples of Urgent trips?

A. Examples of such trips are follow-up appointments within five days, appointments deemed "urgent" by the physician, urgent MRI or CT Scan ordered by a physician, wound care, chemotherapy, and radiation therapy. ModivCare will verify the urgency with the physician's office.

Q. Does ModivCare contact doctors, facilities, or agencies to verify appointments?

A. Yes, all Medicaid-paid services are subject to verification or service authorization prior to transport.

Q. What if the member has a request for an emergency trip?

A. Emergency ambulance trips are not arranged through ModivCare. If an emergency ambulance trip is needed, 9-1-1 should be called.

Q. What are examples of emergencies?

A. Examples are sudden life threatening medical situations, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose and any situation where immediate medical treatment is necessary.

Q. If I have scheduled transportation for a member and the appointment is canceled or the member cannot attend, what should I do?

A. Cancel the trip immediately by calling the ModivCare "Ride Assist" line for your area. The number to the "Ride Assist" line is listed below. If you do not cancel the trip at least the day before, the provider may show up but will not be paid for the trip. However, the transportation provider can file a "Rider No-Show" complaint against the member if the trip was not cancelled. Frequent "Rider No-Shows" may result in limiting the member's transportation benefit for a time.

Q. What should I do when transportation has been scheduled and no transportation provider arrives to transport the member?

A. If a member's transportation is more than 15 minutes late for the scheduled pick-up, call the "Ride Assist" line. If the provider says he will pick up your member soon, Ride Assist will record a "Provider Late" complaint after the pick-

up. If the provider cannot pick up your member, Ride Assist will record a "Provider No Show" complaint.

Q. How do hospitals arrange transportation for members being discharged?

A. Hospital staff contact the Facility Line at 866-679-6330 and select the appropriate prompt. ModivCare has three hours to assign the trip to a provider and pick up the member. The three hour time frame starts with the call to ModivCare. All hospital discharges should be arranged by hospital staff. The member should not make the transportation request for the discharge. ModivCare will need to verify the discharge with hospital staff.

Q. How are out-of-state transports arranged?

A. Out-of-state transportation is covered by ModivCare to the extent that it is general practice for the member in a particular locality to use services in a bordering state. Examples are travel from Scott County, Virginia to Kingsport, Tennessee or travel from Tazewell County, Virginia to Bluefield, West Virginia, Emporia, Virginia to Durham, NC, from Fairfax County to the District of Columbia or other similar near-by locations in bordering states. All other out-of-state transports are arranged by the Department of Medical Assistance Services (DMAS). ModivCare will review your out-of-state transportation needs. You may be instructed to contact DMAS Medical Support if the transportation is to a location outside of those areas immediately bordering the state

Q. What is the "Ride Assist" phone number?

A. The "Ride Assist" phone number is (866) 246-9979

Q. How do I know what region I am in?

A. Please refer to the chart below. In order to determine the region you are in, find your city or county in which you live and refer to the region number.

REGIONS BY LOCALITY AND FIPS Code					
Region 1 - TIDEWATER					
550	CHESAPEAKE	700	NEWPORT NEWS	800	SUFFOLK
073	GLOUCESTER	710	NORFOLK	810	VIRGINIA BEACH
650	HAMPTON	735	POQUOSON	830	WILLIAMSBURG
093	ISLE OF WIGHT	740	PORTSMOUTH	199	YORK
095	JAME CITY CO.				
Region 2 - CENTRAL					
001	ACCOMACK	081	GREENSVILLE	133	NORTHUMBERLAND
007	AMELIA	085	HANOVER	135	NOTTOWAY
025	BRUNSWICK	087	HENRICO	730	PETERSBURG
033	CAROLINE	670	HOPEWELL	145	POWHATAN
036	CHARLES CITY	097	KING AND QUEEN	147	PRINCE EDWARD
041	CHESTERFIELD	099	KING GEORGE	149	PRINCE GEORGE
570	COLONIAL HEIGHTS	101	KING WILLIAM	760	RICHMOND CITY
049	CUMBERLAND	103	LANCASTER	159	RICHMOND CO.
053	DINWIDDIE	111	LUNENBURG	175	SOUTHAMPTON
595	EMPORIA	115	MATHEWS	177	SPOTSYLVANIA
057	ESSEX	117	MECKLENBURG	179	STAFFORD
620	FRANKLIN CITY	119	MIDDLESEX	181	SURRY
630	FREDERICKSBURG	127	NEW KENT	183	SUSSEX
075	GOOCHLAND	131	NORTHAMPTON	193	WESTMORELAND
Region 3 - WESTERN/CHARLOTTESVILLE					
003	ALBEMARLE	590	DANVILLE	125	NELSON
009	AMHERST	065	FLUVANNA	137	ORANGE
011	APPOMATTOX	079	GREENE	143	PITTSYLVANIA
015	AUGUSTA	083	HALIFAX	165	ROCKINGHAM
029	BUCKINGHAM	660	HARRISONBURG	790	STAUNTON
031	CAMPBELL	109	LOUISA	820	WAYNESBORO
037	CHARLOTTE	680	LYNCHBURG		
540	CHARLOTTESVILLE	113	MADISON		
Region 4 - ROANOKE - ALLEGHANY					
005	ALLEGHANY	067	FRANKLIN CO.	155	PULASKI
017	BATH	071	GILES	750	RADFORD
019	BEDFORD CO.	089	HENRY	770	ROANOKE CITY
023	BOTETOURT	091	HIGHLAND	161	ROANOKE CO.
530	BUENA VISTA	678	LEXINGTON	163	ROCKBRIDGE
580	COVINGTON	690	MARTINSVILLE	775	SALEM
045	CRAIG	121	MONTGOMERY	197	WYTHE
063	FLOYD	141	PATRICK		
Region 5 - SOUTHWEST					
021	BLAND	640	GALAX	169	SCOTT
520	BRISTOL	077	GRAYSON	173	SMYTH
027	BUCHANON	105	LEE	185	TAZEWELL
035	CARROLL	720	NORTON	191	WASHINGTON
051	DICKENSON	167	RUSSELL	195	WISE
Region 6 - NORTHERN/WINCHESTER					
510	ALEXANDRIA	610	FALLS CHURCH	139	PAGE
013	ARLINGTON	061	FAUQUIER	153	PRINCE WILLIAM
430	CLARKE	069	FREDERICK	157	RAPPAHANNOCK
047	CULPEPER	107	LOUDOUN	171	SHENANDOAH
600	FAIRFAX CITY	683	MANASSAS CITY	187	WARREN
059	FAIRFAX CO.	685	MANASSAS PARK	840	WINCHESTER

- Q. What happens if we don't know what time the member's appointment will be over and no time is arranged in advance for the return ride?**
- A. The member will use the same "Ride Assist" phone number listed above. Once the appointment is finished, the member or someone at the medical facility must call the "Ride Assist" phone number and request transportation to be sent

to pick-up the member. The transportation provider will be dispatched and has up to 45 minutes to pick up the member.

Q. Can a member ask for a preferred transportation provider?

A. Medicaid members do not have the freedom of choice to choose their transportation provider. A request can be made and will be noted by ModivCare. However, ModivCare reserves the right to utilize a different transportation provider consistent with the transportation needs of the member.

Q. What is the requirement for minors traveling alone?

A. Minors age 13 to 17 may travel alone; however, a Consent and Release of Liability Form must be on file. For transporting minors 17 and under please contact the Utilization Department for policy at 866-386-8331.

Q. Where do I get the Consent and Release of Liability Form?

A. Please refer to the Consent and Release of Liability Form found on this website on the download navigator.

Q. Who can sign the Consent and Release of Liability Form?

A. The Consent and Release of Liability Form must be signed by the parent or legal guardian of the minor.

Q. What is an Escort?

A. An escort is a family member, friend or facility employee who accompanies a member for the entire trip and stays with the member at the destination. ModivCare is not responsible for providing escorts. However, your escort can ride for free. When you make your transportation reservations, please make sure and let ModivCare know you have someone riding with you.

Q. If I have scheduled transportation for a member and the appointment has been canceled or the member has decided not to attend, what should I do?

A. Cancel the trip immediately by calling the ModivCare "Ride Assist" line at 866 246-9979. If you do not cancel the trip at least the day before, the provider may show up but will not be paid for the trip. However, the transportation provider can file a "Rider No-Show" complaint against the member if the trip was not cancelled.

Q. What is a transportation attendant?

A. An attendant accompanies a member or a group of members during transport only. The attendant is on the vehicle to ensure the safe operation of the vehicle and the safety of the members. An attendant is an employee of the company that provides transportation services for a member. A transportation attendant is not a personal assistant, an escort, a parent, caretaker, relative or friend. An attendant is not a medical professional, and does not offer professional medical services. A transportation attendant shall be provided for a member or a group of members when it is necessary for the safety of the member(s), to ensure timeliness of the trip and to reduce behavioral problems en route.

Q. Can an attendant stay with a Medicaid member for Medicaid paid services such as a doctor appointment?

A. No, attendants are for the safety of members while riding the vehicle only. However, the member can have an escort ride for free. Please see definition of escort listed above. When the transportation reservation is called in, make sure and tell the customer service representative you have an escort riding as well.

Q. How can I tell if a member qualifies for an attendant?

A. Please refer to the Attendant Pre-Assessment Checklist (APAC) found on this website on the download navigator.

Q. Who can request an attendant for a member?

A. Requests for an attendant will be accepted from a qualified assessor, such as the member, member's parent or guardian, the member's case manager or social worker. The request, an Attendant Care Eligibility Assessment Form must be completed and faxed to ModivCare's Utilization Review/Facility Department at **866-907-1491**.

Q. Where do I get the Attendant Care Eligibility Assessment Form?

A. You will find the Attendant Care Eligibility Assessment Form on this website on the download navigator.

Q. What is a Volunteer Driver?

A. ModivCare coordinates volunteer drivers to transport Medicaid members to and from their Medicaid covered service anywhere in Virginia. A Volunteer Driver is someone who is willing to share their time and vehicle to help meet the transportation needs of their community. The Volunteer Driver provides non-emergency Medicaid transportation for local and long distance trips.

Q. What are the requirements to be a Volunteer Driver?

- A. The requirements are:
- a. At least 18 years of age
 - b. Current and valid driver's license
 - c. Good driving record
 - d. Criminal background check and drug screen
 - e. Liability automobile insurance coverage
 - f. ModivCare inspected automobile which is safe and in roadworthy condition (vehicle will have a ModivCare sticker on the passenger side back window)
 - g. PASS Training

Note: Volunteer Drivers have the same requirements as regular transportation provider's drivers.

Q. What are the benefits of a Volunteer Driver?

A. Reimbursed at a rate of \$0.50 per traveled mile, personal satisfaction of helping others, FREE Emergency Kit, ModivCare driver training, etc.

Q. Who do I contact to be a Volunteer Driver?

A. To become a Volunteer Driver you can contact a ModivCare Volunteer Coordinator at (866) 810-8305 ext. 2615.

Q. What is the Mileage Reimbursement program?

A. Mileage Reimbursement pays a member's friend, neighbor or relative at a rate of at least \$0.40 per mile or more from the member's residence to the Medicaid paid service and the return trip home. Mileage Reimbursement trips must be pre-authorized by ModivCare before transport. ModivCare assigns a unique trip number to the reservation. The trip number is needed to receive any reimbursement.

Q. Can a friend or family member receive mileage reimbursement for driving a Member to Medicaid appointments?

A. Yes, prior to the trip, call ModivCare to schedule the transportation. When scheduling mileage reimbursement trips, you will need the name of the person who will be transporting the member as well as their telephone number and mailing address.

Q. How will the mileage reimbursement driver be paid?

A. In order to be reimbursed, a Mileage Reimbursement Trip Log will need to be completed. The physician's office must sign the trip log. The payee will mail the completed signed trip log to ModivCare's Claims Department for processing. You still need to call ModivCare before the trip(s) is made to get a trip number for the trip log. If you fail to call in ahead of time, you will not receive reimbursement.

Q. How do I get a copy of the Mileage Reimbursement Trip Log?

A. You will find the Mileage Reimbursement Trip Log on this website on the download navigator. Contact ModivCare before transporting to receive prior approval and a trip number for reimbursement. The trip number is required for reimbursement.

Q. When will a Mileage Reimbursement trip be paid?

A. The check will be issued three (3) to four (4) weeks after ModivCare's receipt of the properly completed Mileage Reimbursement Trip Log.

Q. If my facility is near a bus line (Public Transportation), can members take the bus?

A. Yes. Please call ModivCare's reservation line at 866-386-8331 for information on receiving bus tickets.

Q. How do I arrange Public Transportation?

A. Call the ModivCare reservations line at 866-386-8331 at least five (5) days before the scheduled medical appointment. This allows for proper delivery of the bus tokens, tickets, swipe cards or passes. Please tell the customer service representative the member will be using public transportation.

Q. Who do I call if the member has not received the bus tickets?

A. Please call ModivCare's Transportation Coordinator toll free at 866-810-8305 Ext. 2620.

Q. Is there a FFS Medicaid User's Guide for Medicaid Transportation?

A. Yes. The FFS DMAS User's Guide can be found on this website on the download navigator.

Q. Can I obtain NEMT program information in a non-English Language?

A. Yes, for assistance please call ModivCare at 866-386-8331.

Healthcare Facility Download Page

<http://transportation.dmas.virginia.gov/Healthcarefacility/Downloads>

Title	Description	
1. Attendant Care Eligibility Assessment Form	<i>An eleven question assessment that provides descriptive information regarding a member's behavior during transport. This assessment is used in the attendant approval/denial process.</i>	Download
2. Attendant Pre-Assessment Checklist	<i>Tool used to assist the preparer in determining if a member qualifies for an attendant prior to completing the Attendant Care Eligibility Assessment form.</i>	Download
3. Consent and Release of Liability Form	<i>Must be completed by a parent or legal guardian when requesting transportation for minor children attending Medicaid paid programs. This form must be completed and returned to ModivCare's Utilization Review Department prior to the transport date.</i>	Download
4. FFS Mileage Reimbursement Instructions	<i>Explains the criteria and how the members are reimbursed.</i>	Download
5. FFS Mileage Reimbursement Trip Log	<i>A form, which must be completed by a medical professional, when requesting transportation for a member that has access to a vehicle or can be transported by a friend or relative.</i>	Download
6. ModivCare 5 Day Notice Requirement Flyer for Routine Appointments	<i>Informs members a 5 day notice is required to schedule FFS non-emergency transportation routine appointments.</i>	Download
7. Medical Necessity Form	<i>Must be completed by a medical professional or qualified case manager. This form may be required if a level of service is questionable when requesting transportation for a member that is not able to walk.</i>	Download
8. Tips for Arranging Medicaid FFS Non-Emergency Transportation	<i>Provides Tips for members on how to arrange Medicaid FFS Non-Emergency Transportation.</i>	Download
9. FFS Standing Order Request Form	<i>A form used to request recurring transportation for a member that goes to the same facility one or more times per week.</i>	Download
10. FFS Standing Order Transportation Request Form—Instructions to Complete	<i>Provides instructions on how to complete the Standing Order and Routine Appointment Transportation Request Form</i>	Download

11. VA ModivCare Operations Contact List	<i>Phone numbers for the ModivCare Virginia Management Team.</i>	Download
12. Volunteer Driver Flyer	<i>Informs who volunteer drivers are and lists the requirement of becoming a volunteer driver.</i>	Download
13. Complaint Form and Instructions	<i>Document used to submit a written complaint.</i>	Download

HealthCare Facility Useful Links

Below you will find many useful links to aid you with additional information that may not be contained on this site. If you are still unable to find the answers that you are seeking, please visit ModivCare's "Contact Us" page and give ModivCare a call or send them an email. We are committed to satisfying your transportation needs.

The links below will open a separate window or tab for you to view.

- DMAS—Virginia Department of Medical Assistance Services (DMAS) – DMAS is the agency that administers Medicaid and the State Children's Health Insurance Program (CHIP) in Virginia.
<http://dmas.virginia.gov/#/index>
- DMAS FFS Transportation/Facility/Member Services, on line reservations, member information including member handbook can be found on this current website or <http://transportation.dmas.virginia.gov/>
- DMAS Medicaid Program Member Services Information:
<http://dmas.virginia.gov/#/index> Overall DMAS' Transportation Services:
<http://dmas.virginia.gov/#/transportation>
- DMAS Provider Manuals:
<https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderManual>
- Virginia.gov—the official Commonwealth of Virginia website. The first place to look for information on Virginia Government, Jobs, and Tourism.
<http://portal.virginia.gov/>
- ModivCare .Com—ModivCare Solutions Website
<http://www.ModivCare.com/>
- ModivCare TripCare – TripCare offers an online interface for registered health care facilities to help request transportation services for their clients. <https://tripcare.ModivCare.com/login>

Transportation Providers Frequently Asked Questions

Q. Can a non-emergency transportation provider contract directly with DMAS?

- A. No, NEMT transportation providers must contract with ModivCare. ModivCare is the DMAS contracted Transportation Broker that is responsible for assigning and paying for FFS Medicaid transportation.

Q. Can a non-emergency transportation provider transport Medicaid members without contacting ModivCare or DMAS?

- A. No, NEMT transportation requests are preauthorized, assigned, and paid for by ModivCare.

Q. When are the billing invoice form and trip logs due in the Claims Center?

- A. Billing invoice forms and trip logs are due by the dates on the Virginia Provider Payment Schedule for the current year.

Q. How long does it take for my invoice or batch of trip logs to be processed for payment?

- A. Claims received by the Invoice Due to Claims Center date (see Virginia Provider Payment Schedule) will be processed by the following Check Disbursement Date.

Q. When are the checks mailed or funds deposited into my account?

- A. Checks are mailed or payments are posted to your account on the Check Disbursement date indicated on the Transportation Provider Payment Schedule.

Q. I did not receive a check or my Electronic Funds Transfer (EFT), what do I do?

- A. Please allow a minimum of ten (10) business days from the date the check was disbursed before contacting the claims center. After you have allowed a minimum of ten days, please contact the claims center at 866-907-1502. Only after ten business days will ModivCare stop a payment and reissue a check. If you are using EFT, please allow twenty-four (24) hours for the monies to post to your account.

Q. Why were my trips denied?

- A. Trips can be denied for various reasons (invalid driver, no pick up time, no signatures, no drop off time, no per trip billed amount, non-compliant vehicles/drivers, etc). Denial reasons will be listed on the Transportation Provider Detail Report.

Q. What does it mean if ModivCare shows my trip was assigned to another provider?

- A. The job number that you submitted is in ModivCare's system; however, it is assigned to another Transportation Provider. If you performed the trip,

contact the Transportation Provider Line or Exceptions Department for resolution.

Q. How do I make sure I'm being paid for the ModivCare authorized attendant I've assigned to my vehicle(s)?

A. Your attendant payment will be listed in the "Attendant" column of the ModivCare Batch Verification Detail Report.

Q. How do I sign up for direct deposit?

A. Contact your Regional Office and request an EFT (Electronic Funds Transfer) form. Complete the form and return it to the claims center for processing.

Q. How long does it take for direct deposit to become effective?

A. It normally takes 3- 4 weeks to process an EFT application. If you decide to cancel your EFT, please complete another EFT form to cancel the transfer. This should be done 2-3 weeks prior to your next payment. Download the file or contact your Regional Office and request an EFT (Electronic Funds Transfer) form.

Q. I submitted some trips, but I did not get paid for all of them. Why?

A. Please reconcile your invoice against the Batch Detail Report, there may be denied trips. If you feel that a trip was denied in error or omitted, please resubmit the trip for processing. Please include a copy of your trip log and the Resubmit Form with your resubmission.

Q. How do I resubmit trips for payment?

A. Resubmissions should be sent to the claims center with the trip logs and the reason for resubmission. Complete the Resubmit Form. If you feel the information you submitted is accurate and need assistance making corrections, please contact the Utilization Review Department.

Q. How do I get a new job number assigned?

A. The claims center does not and cannot assign trip numbers. Please contact the Utilization Review Department at 866-809-4620 ext. 2655 and request assistance. They will research the request. You will receive notification of a new job number or denial.

Q. My mileage is not correct, what should I do?

A. The claims center does not and cannot change mileage. Any mileage discrepancies will have to be discussed with your Regional Office. Please refer to your Transportation Agreement regarding mileage. Mileage is calculated as the shortest distance in street or road miles from the pick-up point to the destination. If you believe there to be a mileage error, you must bring it to ModivCare's attention **before** running the trip. ModivCare will review the trip or trips in question and may reference other software to verify the distance. Any correction remains the sole decision of ModivCare. If you are not satisfied with ModivCare's decision regarding the mileage, you may reroute the trip. Performance of a trip constitutes acceptance of the mileage provided by ModivCare.

Q. Can I fax or email my billing invoice form and trip logs to the claims center?

A. No, billing invoice forms and trip logs cannot be faxed or emailed. The original documents must be sent via USPS mail, FedEx, UPS etc. and must be received by 5 PM EST on or before the "Invoice Due to Claims Center" date.

Q. My rates are not correct, what do I do?

A. The claims center pays according to rates that are in the Transportation Agreement between the transportation provider and ModivCare. In the event that you feel your rates are incorrect, please contact your Regional Manager immediately.

Q. My claim was denied because the vehicle and/or driver are invalid, what does this mean?

A. Invalid Driver/Vehicle means that your driver and/or vehicle are not compliant with the requirements of the Transportation Agreement. Contact your Regional Manager and the Compliance Specialist Team immediately.

Q. Am I required to attach an invoice report form to my daily trip logs?

A. Yes, billing invoice forms are required to be submitted with all original daily trip logs.

Q. Where do I mail my invoice and trip logs?

A. ModivCare's Claims Center
798 Park Avenue NW
Norton, VA 24273

Q. What is the contact information for ModivCare's Virginia Claims Center?

A. You can email the ModivCare Virginia Claims Center at vabillingsops@ModivCare.com. You can also contact the claims department at 866-907-1502.

Q. Can I obtain NEMT program information in a non-English Language?

A. Yes, for assistance please call ModivCare at 866-386-8331.

Transportation Provider Downloads

Title	Description	
1. Billing Invoice Form	<i>The summary form which the transportation provider must submit with completed Trip Logs that includes the amount billed for all trips submitted.</i>	Download
2. Virginia NEMT Trip Log	<i>The form which must be completed, daily, which indicates the specifics of the assigned trip and has been signed by the member or his representative when the trip has been completed.</i>	Download
3. Provider Payment Schedule—2018	<i>A document which shows the schedule of payments which will be made during the year 2018.</i>	Download
4. Virginia Medicaid/FAMIS Appeal Form	<i>A form the transportation provider uses to explain reasons for appealing ModivCare’s decision.</i>	Download
5. Resubmit Trip Log	<i>A form which the transportation provider can use to resubmit corrected billing which was originally denied.</i>	Download
6. Volunteer Driver Flyer	<i>Informs who volunteer drivers are and lists the requirement of becoming a volunteer driver.</i>	Download
7. Cancellation Report	<i>A form which the transportation provider must submit daily to disclose trips which were not performed.</i>	Download
8. Reroute Form	<i>A document which the transportation provider uses to return trips to ModivCare for reassignment.</i>	Download
9. ModivCare 5 Day Notice Requirement Flyer for Routine Appointments.	<i>Informs members a 5 day notice is required to schedule non-emergency transportation for Routine Appointments.</i>	Download
10. Tips for Arranging Medicaid Non-Emergency Transportation	<i>Provides Tips for members on how to arrange FFS Medicaid Non-Emergency Transportation.</i>	Download
11. EFT Form (Electronic Funds Transfer)	<i>A document which the transportation provider may submit to the Claims Center to establish direct deposit of checks.</i>	Download
12. Retroactive Form	<i>A document which the transportation provider can use to file for payment for a preauthorized trip provided prior to Medicaid being approved and backdated.</i>	Download

Transportation Provider Useful Links:

Below you will find many useful links to aid you with any additional information that you may not have found contained on this site. If you are still unable to find the answers that you are seeking, please visit our “Contact Us” page and give us a call or send us an email. We are committed to satisfying your transportation needs.

The links below will open a separate window or tab for you to view.

- DMAS—Virginia Department of Medical Assistance Services (DMAS) – DMAS is the agency that administers Medicaid and the State Children’s Health Insurance Program (CHIP) in Virginia.
- <http://dmas.virginia.gov/#/index> DMAS’ Transportation Services: <http://dmas.virginia.gov/#/transportation> and <http://transportation.dmas.virginia.gov/>
- *DMAS Provider Manuals:* <https://www.virginiamedicaid.dmas.virginia.gov/wps/portal/ProviderManual>
- Virginia.gov—the official Commonwealth of Virginia website. The first place to look for information on Virginia Government, Jobs, and Tourism. <http://portal.virginia.gov/>
- ModivCare Solutions—the nation’s leader in non-emergency medical transportation management. www.ModivCare.com
- Transportation Provider Services --[The nation's leader in non-emergency Medicaid transportation management.](#)
- Provado Billing Manager Website—this site also allows contracted ModivCare providers to enter actual information about trips that were completed by the transportation provider.

Contact ModivCare

If you have questions or comments, feel free to contact one of our team members.

ModivCare Solutions Administrative Office 7443 Lee Davis Road - 2nd Floor, Suite 200 Mechanicsville, VA 23111 (866) 810-8305		
Cindy Franklin	Senior Director Client Services	Extension 2672
Terry Hamilton	Customer Advocate Lead	Extension 2613
Mark Sands	Member Experience Representative	Extension 2623
Angela Davis	Manager, Credentialing Services VA, MI, CA, NC	Extension 2615
Provider Relations/Facility Liaisons Mechanicsville, VA 23111 (866) 810-8305		
Mary Eaglesfield	Director, Provider Relations	Extension 2631
Thomas Garnett	Facility Liaison, Region 2	Extension 2533
Regional Managers 798 Park Avenue NW (866) 810-8305		
Gray Stanley	Manager, Provider Relations, Region 3, 4 & 5	Extension 2511
Terry Williams	Manager, Provider Relations, Region 2	Extension 2531
Alex Nwokoji	Manger, Provider Relations, Region 1	Extension 2541
Chris Pontious	Manager, Provider Relations, Region 6	Extension 2551
Norton Operations Center 798 Park Avenue, NW Norton, VA 24273 (276) 679-4400		
Tammie Mullins	Director Contact Center Phones	Extension 2601
Angela Craft	Call Center Manager	Extension 2584
Wynoka Evans	Real Time Analyst Supervisor	Extension 2657
Reece Boyd	Field Service Technician II	Extension 2586
Wayne Grosso	Call Center Manager	Extension 2777
Exceptions Department 798 Park Avenue NW, 6th Floor Norton, VA 24273 Standing Order Dept: (866) 679-6330		

Exceptions Fax: (866) 885-3788
Fax for Facilities/Standing Orders: (866) 907-1491

Sean Lomax	Exceptions Manager	Extension 2602
Claims Department 798 Park Avenue NW, 6th Floor Norton, VA 24273 Toll Free: (866) 809-4620 Fax: (276) 973-1280		
Julie Gamble	Claims Manager	Extension 2400
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