



Improving the health and well-being of Virginians through access to high quality health care coverage

SERVICE • COLLABORATION • TRUST • ADAPTABILITY • PROBLEM-SOLVING

DMAS – Toll Free Telephone Numbers for all Non-Emergency Medical Transportation (NEMT) Services

Transportation Reservation Telephone Numbers

Find the Medicaid Plan you are enrolled in below and call that number to make your transportation arrangements or check to see if you are eligible for transportation. Ask about bus tickets or gas reimbursement for you, a friend, or neighbor to your Medicaid appointment.

Cardinal Care	Reservation Numbers	Details
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 386-8331	All ages and all levels of service
Aetna Better Health of VA - CCC Plus	(800) 734-0430	All ages and all levels of service
Aetna Better Health of Virginia (Medallion 4.0)	(800) 734-0430	All ages and all levels of service
Anthem HealthKeepers - CCC Plus	(855) 325-7581	All ages and all levels of service
Anthem HealthKeepers Plus (Medallion 4.0)	(855) 325-7581	All ages and all levels of service
Molina (Magellan) Complete Care of Virginia	(877) 790-9472	All ages and all levels of service
Molina (Magellan) Complete Care of Virginia (Medallion 4.0)	(833) 273-7416	All ages and all levels of service
Sentara Health (Medallion 4.0) (Formerly Optima and VA Premier)	(877) 892-3986	All ages ambulatory & wheelchair
Sentara Health - CCC Plus (Formerly Optima and VA Premier)	(877) 892-3986	All ages and all levels of service
United Healthcare - CCC Plus	(833) 215-3884	All ages and all levels of service
United Healthcare Community Plan (Medallion 4.0)	(833) 215-3884	All ages and all levels of service

Transportation Ride Assist/Customer Service Telephone Numbers

If you need to cancel your ride, ask questions about your ride or transportation. Have a compliment or complaint please call the appropriate Medicaid plan you enrolled in below.

Cardinal Care	Ride Assist/Where's My Ride Telephone Numbers
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 246-9979
Aetna CCC Plus and Medallion 4.0	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581
Anthem HealthKeepers Plus (Medallion 4.0)	(855) 325-7581
Molina (Magellan) Complete Care of Virginia	(877) 790-9472
Molina (Magellan) Complete Care of Virginia (Medallion 4.0)	(833) 273-7416
Sentara Health (Medallion 4.0) (Formerly Optima and Va Premier)	(877) 892-3986
Sentara Health - CCC Plus (Formerly Optima and Va Premier)	(877) 892-3986
United Healthcare CCC Plus	(833) 215-3885
UnitedHealthcare Community Plan (Medallion 4.0)	(833) 215-3885

FFS Rider Handbook, Frequently Asked Questions (FAQs), and FFS online reservations:

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

***Special Note for CL, BI, & FIS Members: For waived service's transportation questions and/or concerns, call the FFS telephone number. For your medical appointments please call the Cardinal Care MCO in which you are enrolled.**