

How to File a Virginia Medicaid Transportation Complaint

Virginia Medicaid complaints should be reported to the **Ride Assist Call Center at 866-246-9979**. A complaint number will be assigned and provided at the time of the call. If there is additional information to be provided, you may call back and add it to the initial complaint.

If a complaint is on-going, unresolved or egregious you may complete a written complaint by visiting <https://wecare.logisticare.com/>

When all the avenues have been exhausted with Modivcare and your complaint has not been resolved, you may escalate your issue to DMAS. Please email your complaint to transportation@dmass.gov (do not include PHI in your email) or fax your complaint to (804) 452-5469.