

To arrange a ride, call the

MO HealthNet Managed

Care health plan's main

phone number. To escalate urgent

matters that needs

immediate attention.

What trips are eligible

What is the timeframe for

Mileage reimbursement

How many passengers are

covered to ride along

How can you or your

complaint about the

transportation benefit?

patient submit a

with your patient?

requesting a ride?

instructions.

Important Trip

Information

for transportation?





MO Medicaid Managed Care Transportation Services

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				Managed Care ho		eive non-eme	rgency

medical transportation (NEMT) as part of their covered benefits. Who is eligible for

Missouri Care: 1-800-695-5791 (TTY 1-800-735-2966)

Doctor's office visits, including:

Dental appointments

Lamaze or similar birthing classes

scheduling the transportation.

Physical Therapy

o Eve exams

Hospital discharges

arrival.

main menu.

Pediatrician appointments

Behavior Health appointments

Counseling and various therapy appointments

In some circumstances, members may not be eligible for NEMT. If you are unsure about

transportation as part of eligibility of this benefit, contact the appropriate MO HealthNet Managed Care health plan at their benefit? the number below.

Home State Health: 1-855-694-HOME (4663) (TTY 1-877-250-6113)

Home State Health: 1-855-694-HOME (4663) – Ask for Case Management

UnitedHealthcare Community Plan: 1-866-292-0359 - Ask for Transportation Manager

Transportation must be scheduled at least 3 days before the day of the appointment. You may

schedule same-day-transportation for visits to Urgent Care, primary care physician and/or OB.

Mileage reimbursement is available for members. Please contact the respective health plan at

If member lives within ½ mile from a bus stop or Metro, he/she can call the health plan at the number above and request a bus pass. For exceptions to this requirement, please contact the

Scheduled times are estimates, members should be prepared an hour prior for drivers arrival. Member should confirm phone number on file with MTM as driver will be calling prior to

The number of passengers and ages should be coordinated during the initial phone call when

Any trip over 100 miles requires health plan approval, with the exception of hospital

one of the numbers above and choose "Transportation" from the main menu options.

health plan at one of the numbers above and choose "Transportation".

Passengers must enter the vehicle within five (5) minutes of driver's arrival.

Children who are under the age of 18 must have an adult ride with them.

Car seats may or may not be available, please ask when scheduling transportation.

To submit a complaint about the transportation vendor, members should call the appropriate

health plan at the main number listed above and select the "Member Services" option from the

UnitedHealthcare Community Plan: 1-866-292-0359 (TTY 711)

Missouri Care: 1-800-695-5791 - Ask for Account Supervisor

o Primary Care Provider (PCP) appointments

Call the health plan for a full listing of covered trips.

Same-day transportation requires three (3) hours notification.

Smoking, eating or drinking in the vehicles is not allowed.

OB appointments for prenatal and postpartum care

Members are not required to pay anything additional for transportation.