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How to Access Non-Emergency Medical Transportation (NEMT) Services

A Resource for West Virginia
Department of Health & Human
Resources



West Virginia Department of Health
& Human Resources
602 Virginia St. E.
Charleston, WV 25301

Accessing NEMT Transportation

ModivCare manages and provides all of West Virginia Medicaid's non-emergency medical transportation (NEMT) to its members. Transportation is provided at the ambulatory and wheelchair levels of services. All trips must be arranged and confirmed by ModivCare. The types of transportation services and reimbursement available to your eligible Medicaid members are:

- **Gas mileage reimbursement**
- **Fixed route bus**
- **Private transportation provider**

Facilities wishing to make transportation arrangements for their residents or to arrange standing order (appointments recurring at least once a week for a period of at least eight weeks such as dialysis) transportation for their clients should call

ModivCare Facilities Line
1-844-889-1941

Monday - Friday 8:00 a.m. to 5:00 p.m. ET

Remember:

- Trips must be medically necessary. (Ex: doctor's appointment, counseling, dialysis, etc.)
- Transportation will only be provided to and from the member's address on record with West Virginia Medicaid.
- All reservations for routine appointments must be made five business days in advance.
- Verifiable urgent trips such as hospital discharges or doctor's appointments deemed urgent by the physician or facility may be accepted with less than a five-day notice.
- NEMT trips do not include ambulance transports of any type.

To make a reservation for eligible Medicaid members during normal business hours, call:
1-844-889-1941

After 5:00 p.m., call:
1-844-549-8353

Questions/concerns about a client's ride request?
Call the Ride Assist Line:
1-844-549-8354

You may also schedule your client's trip online or via fax:
<https://tripcare.ModivCare.com>
855-882-5998

Please have the following information when you call:

- Member's Medicaid ID #, home address and phone number(s).
- Medical provider's name, address and phone number.
- Appointment date and time.

Hearing Impaired (TTY) call:
1-866-288-3138

LANGUAGE ASSISTANCE AVAILABLE ON ALL LINES.

Frequently Asked Questions

What is the best time to call ModivCare?
The least busy times are typically Tuesday, Wednesday and Friday afternoons.

Does ModivCare offer transportation for hospital discharges? Yes. While we will always strive to have hospital discharge transportation available to your client within one hour of your call, it is best if you call ahead on the day of discharge. This helps to ensure the ride is available for your client when they need it. Please remember, if your client's discharge is cancelled, please notify ModivCare immediately.

What if the transportation provider is late? Call our Ride Assist Line at **1-844-549-8354** if the ride is more than 15 minutes after the scheduled pick up time.

What if the member is going to be late or wants to cancel the trip? Please call our Ride Assist Line at **1-844-549-8354**.

What if there is a problem with the transportation service? If you or your client have a problem or question about transportation services beyond a specific inquiry or a late pick-up, please contact ModivCare at **1-844-549-8354**.