

MCO Transportation Cheat Sheet

Need a lift? Don't wanna hitch? Here are the details on transportation services for members of each of the five Medicaid MCOs in Ohio.

Buckeye Healthcare

Nursing Facility and Hospital Non-Emergency Transportation Scheduling Options

Call Buckeye Health Plan Transportation for Non-Ambulance Levels of Service Medicaid: 866-246-4358
MyCare: 866-549-8289

Direct Scheduling with Preferred Providers (Non-Ambulance must be in-network)

- Facility may directly schedule with an in-network transportation provider to arrange the following trips:
 - o Originating from a hospital; or
 - o Either originating or involving the return to a nursing facility
- To communicate preferred providers not in-network, contact Chris Irwin at Christopher.Irwin@evhc.net
- Facility may directly schedule ambulance levels of service with in-network or out-of-network providers
Transportation Facility Help Desk for Non-Ambulance Levels of Service: 866-282-4836
- The TFHD is available to provide assistance directly to Facility Internal Staff Only concerning immediate transportation concerns and/or ongoing transportation issues for non-ambulance services
Authorizations for Non-Emergency Transportation

Ambulance level of service

- MyCare and Medicare Fax Number: 877-861-6722
 - o Fax Ohio Medicaid form ODM01960 - Ambulance: Certification of Medical Necessity for prior authorization
 - o For consideration of retroactive authorization, fax ambulance run sheet along with form ODM01960
- Medicaid
 - o Prior authorization not required (land transportation)

Wheelchair van and Ambulatory levels of service

- Transportation provider must be in-network with Access2Care for reimbursement of services
- Network transportation provider submits trip for claim processing via A2C Online Portal when services are not scheduled through the Buckeye Health Plan Transportation Line

- No prior authorization is required; however, it is recommended to confirm eligibility prior to services for ALL trips Member Benefits by Buckeye Health Plan Product Type Non-Emergency Transportation Service Medicare Medicaid MyCare Ohio

CareSource

Provides transportation for members' appointments with participating providers through transportation vendors. Members can also get rides to Women, Infants and Children (WIC) appointments and redetermination meetings at the County Department of Medicaid. Each member can receive up to 15 rides to and from appointments (30 one-way trips) per 12-month period.

Members may schedule a ride by calling **1-800-488-0134** (TTY: 1-800-750-0750 or 711).

Molina Healthcare

Non-emergency medical transportation

Molina Healthcare provides 15 round-trip visits (30 one-way trips) for each member per calendar year to any Molina Healthcare provider.

Medical appointments include trips to a doctor, provider, clinic, hospital, therapy or behavioral health appointment.

Trip to pharmacy

Immediately following a medical appointment, Molina Healthcare will cover trips to the pharmacy to pick up a prescription.

Let your transportation driver know that you will need to stop at the pharmacy on your return trip.

While you are at the health care provider's office, ask them to call your prescription in to the pharmacy so it is ready when you get there.

If you need to cancel a ride you have scheduled, please call (866) 642-9279 to let us know 24 hours before your appointment. If you do not call to cancel 24 hours ahead of time, the ride may count as one of your 30 trips for the year.

Transportation specialists are available to assist you 24 hours a day, seven days a week. Please call (866) 642-9279 to arrange transportation or if you have questions. For hearing impaired TTY/Ohio Relay, call (800) 750-0750 or 7-1-1 for assistance. Please call no later than 2 business days in advance of your appointment.

Paramount Healthcare

Members may request transportation for:

- Medical, dental, vision, therapy, mental health, addiction appointments
- Health and disease education
- Pharmacy (stand-alone or added during trip scheduling)
- Prenatal and postpartum appointments, as well as prenatal education
- WIC, food clinics, emergency food bank (Call Member Services to set up.)
- Medicaid redetermination and SSI appointments

Transportation Assistance Program covers:

- Vehicle transportation: A cab, van, Lyft or wheelchair-accessible ambulette, share-a-ride, non-medical assisted service.
- Public transit: We will mail you a bus pass for public transit in Akron, Canton, Cincinnati, Cleveland, Columbus, Dayton, Mansfield, Springfield, Toledo, and Youngstown. Ask how to get a monthly pass!
- Mileage reimbursement: Drive to your appointment (or someone drives you). We will use a set rate for mileage to repay you. You will receive a check. It may take up to 30 days. We can't backdate mileage reimbursement.

Each Paramount Advantage member is eligible for **30 one-way trips or 15 round trips each year (Jan. 1 - Dec. 31)**.

Schedule all transportation up to 30 days in advance, but no less than **2 full business days** (48 hours) **in advance**. If riding with children, you must provide car seats and booster seats per Ohio law.

Call 1-866-837-9817 (TTY call 1-800-750-0750) between 7 a.m. and 7 p.m., Monday through Friday, to:

- Schedule vehicle transportation
- Request a bus pass
- Request mileage reimbursement

Tip: Ask for a text message reminder.

United Healthcare

Pays for up to 30 one way or 15 round trip rides to medical visits or the pharmacy. Call the Medicaid Hotline at 1-800-324-8680, TTY users should call Ohio Relay at 7-1-1.