

ModivCare non-emergency transportation services

Your patients have round-the-clock access to non-emergency medical transportation — even on the holidays!

Did you know? Non-emergency medical transportation (NEMT) is available through ModivCare for eligible UnitedHealthcare members 24/7, every day of the year — including holidays. ModivCare offers 2 types of transportation programs:

- Ride Assist for current day or next day urgent needs
- Contract services that can be reserved up to 30 days in advance

How does Ride Assist work?

Ride Assist is available when patients need transportation for:

- “Will call” return trips, when they’re not sure how long that day’s appointment will last
- Add-on trips to a pharmacy, medical laboratory or radiology facility that are prescribed during an authorized appointment
- Essential trips booked less than 2 business days in advance for:
 - Urgent care
 - Same-day appointments
 - Chemotherapy
 - Dialysis
 - Wound care
 - Pharmacy pick-ups of new prescriptions or to refill prescriptions due to run out within 2 business days
 - Discharge from a hospital or clinic

How to schedule 24/7/365 non-emergency medical transportation

You or your patients can arrange NEMT services by calling the phone numbers listed in the following chart:

UnitedHealthcare plan	ModivCare	
	Contract services	Ride Assist
	Reserve transportation up to 30 days in advance. Call 8 a.m.–5 p.m., Monday–Friday, except on national holidays.	Request same-day or next-day transportation. Call any day, anytime, including holidays.
CHIP, STAR, STAR+PLUS	866-528-0441	866-528-0443
STAR Kids	866-529-2117	866-529-2120
UnitedHealthcare Connected® (Medicare-Medicaid Plan)	866-427-6607	866-427-6608
UnitedHealthcare Dual Complete® plans	Patients can call Member Services at the phone number listed on the back of their ID card.	

You can contact ModivCare on behalf of your patients, regardless of their member plan:
 Phone: 877-564-9835
 Fax: 877-585-8793



We're here to help

Reach out to your provider advocate or call our Customer Service team at **888-887-9003**, 8 a.m.–6 p.m. CT, Monday–Friday if you have any questions or need additional information. Thank you for providing high-quality care to your patients.