

TRANSPORTATION PROVIDERS (MEDICAID)

Medicaid is billed for this transportation service at no cost to patient.

Call to schedule transportation to your doctor appointments, therapies, labs, dentist and/or specialist.

MEDICAID MANAGED CARE PLANS	Phone	IL Relay at 7-1-1 or	Call # days in advance of appt. for approval	Reservation # or trip # given after approval	Reservation can be made up to # days in advance of appointment
Blue Cross Community Health Plan	844-544-1393	800-526-0844	3	Yes	60 days
First Transit**	877-725-0569	800-526-0844	7	Yes	30 days
Harmony/Well Care	877-248-1338	800-526-0844	3	Yes	30 days
Illinicare Health	866-329-4701	800-526-0844	2	Yes	30 days
Meridian Health***	866-796-1165	800-526-0844	3	Yes	30 days
Molina Health Care of Illinois	844-644-6354	800-526-0844	4	Yes	30 days

Health plan will ask for the following information when scheduling transportation:

- Your Medicaid ID# (Recipient #) _____
- The appointment date and time _____
- Your name _____
- Your pick-up address _____
- Your active phone number _____
- The name of office/clinic/hospital you are going to _____
- The name of the doctor you will be seeing _____
- The address and phone number where you are going _____
- If scheduling pharmacy trip from doctor's office you will need: Pharmacy name, address and phone number _____
- _____
- If you use a walker, wheelchair or cane _____
- If you can travel by yourself _____

Call prior to your appointment to confirm your reservation and ask for contact information for transportation provider (Cab Company).

****First Transit** Jacksonville area—Call West Central Mass Transit District at least 1 day prior to an in town appt. and one week prior to an out-of-town appt. to reserve the ride then call First Transit to get an approval number. We can assist with that process but are not allowed to make the call. All out of town rides must be approved (not pending) by First Transit prior to the day of the ride. For all new customers First Transit will confirm your appointment with the doctor. If the doctor's office does not have a signed release, your rides will be denied by First Transit.

*****Meridian**—If you are disabled/wheelchair bound or special needs, call at least 72 hours in advance of appointment to schedule ride. Your doctor will need to complete a Level of Need (LON) Assessment form and fax ANNUALLY for patient to obtain paratransit services for doctor appointments, etc.

Auto-Pro Transport Inc.—If they are who your care plan sets up your ride with, they will call you in advance of your medical appointment to verify your information.