

TRANSPORTATION SERVICES – SCHEDULING TAXI SERVICE FOR PERSONS SERVED AT SCCMHA

1. Staff to contact the Medicaid provider or assist the person served in contacting the Medicaid provider to schedule a taxi to/from scheduled SCCMHA or contracted provider appointments.
2. Scheduling with providers will take place for non-emergency appointments.
3. Applies to persons served with Medicaid plans only

A. **Meridian Medicaid Plan**

- a. www.saferidehealth.com/meridian
- b. 800-821-9369 (TTY: 711)
- c. Hours available are 24 hours per day, 7 days per week, 365 days per year including holidays
- d. When calling, please have the following information ready to provide to the transportation representative who answers your call:
 - i. Your name, Medicaid ID number, date of birth
 - ii. Address and phone number of the location of where you will be picked up
 - iii. Address and phone number of the location where you are going
 - iv. Your appointment date/time
 - v. Name of your provider
 - vi. List all special accommodation needed:
 1. Wheelchair accommodations, oxygen resources, etc.
 - vii. 24-48 hour scheduling notice required

B. **Blue Cross Medicaid Plan**

- a. 888-803-4947 (TTY: 711)
- b. Hours available are 24 hours per day, 7 days per week
- c. When calling, please have the following information ready to provide to the transportation representative who answers your call:
 - i. Blue Cross Complete member ID card
 - ii. Date/time of your appointment
 - iii. Address and phone number of your doctor's office
 - iv. List all special accommodation needed:
 1. Wheelchair-equipped van or another type of vehicle
- d. Schedule online:
 - i. Set up your online account
 1. Go to member.modivcare.com
 2. Click *I'm a new user*
 3. Fill out the account information
 4. Add the members whose rides will be managed through this account
 5. 24-48 hour scheduling notice required
 - ii. Schedule transportation online, go to member.modivcare.com
 1. Sign in with your email and password, then click *Login*
 2. Make sure you keep both your reservation number and your confirmation number.
 3. You should receive your confirmation number within 24 hours

C. McLaren Medicaid Plan

- a. 888-327-0671 (TTY: 711)
- b. Hours available 24 hours per day, 7 days per week, 365 days per year
- c. When calling, please have the following information ready to provide to the transportation representative who answers your call:
 - i. Your name, Medicaid ID number and date of birth
 - ii. Address and phone number of where you will be picked up
 - iii. Address and phone number of you are going
 - iv. Your appointment date/time
 - v. Name of provider and provider specialty
- d. 2-3 business days required for scheduling rides
- e. Please call as soon as possible if you need special accommodation provided:
 - i. Wheelchair accommodation, oxygen resources, etc.

D. Molina Medicaid

- a. 888-898-7969
- b. Hours available are 24 hours per day, 7 days per week
- c. Call 3 business days in advance of your appointment to schedule
- d. Requests for urgent transportation appointments can be scheduled without 3 day's notice
- e. When calling, please have the following information ready to provide for the transportation representative who answers your call:
 - i. Your name, Medicaid ID Card, date of birth
 - ii. Address and phone number of where you will be picked up
 - iii. Address and phone number of where you will be going
 - iv. Your appointment date/time
 - v. List all special accommodations needed for the ride

E. Great Lakes Bay Health Centers-GLBHC

- a. 989-755-2053
- b. Required: 5 days advance notice
- c. Only available for GLBHC appointments