

# Transportation Benefit

## Frequently Asked Questions for Members

**Medical Mutual, in partnership with our transportation partner, ModivCare, can arrange for you to be driven to doctor appointments, pharmacies, and other health-related activities for 90 days after you have been discharged from an inpatient hospital stay.**

**Q: How many trips do I get?**

A: You receive 24 one-way trips to select locations as part of your benefits.

**Q: Is there a time limit on when I can schedule my trips?**

A: You have 90 days after you have been discharged from an inpatient hospital stay to schedule your 24 one-way trips as needed. If you are readmitted to the hospital for any reason, the 90-day/24 one-way trip limit resets once you are discharged.

**Q: How much will a trip cost me?**

A: You don't have to pay anything out of pocket to use this benefit.

**Q: Can someone come with me on my scheduled trips?**

A: Yes; one family member, friend, or personal care attendant over the age of 18 may ride along with you.

**Q: Where can I go?**

A: We can arrange transportation to certain locations and facilities such as—

- Pharmacies
- Physician visits
- Dialysis services
- Chemotherapy or radiation treatments
- Food pantries
- Lab and radiology services
- And more\*

Trips over 35 miles must go through a prior approval process that is coordinated between Medical Mutual and ModivCare. All trips must be within the state of Ohio, or a county in a neighboring state that borders Ohio and is considered part of Medical Mutual's network.

\*This is not an all-inclusive list. Call ModivCare toll free at 1-866-267-7640 (TTY 1-866-288-3133 for hearing impaired) to learn more, or visit [MedMutual.com/Transportation](http://MedMutual.com/Transportation) for a complete list of eligible destinations.

**Q: How do I schedule a trip?**

A: You, a trusted family member or friend, or a healthcare provider can call ModivCare toll free at 1-866-267-7640 (TTY 1-866-288-3133 for hearing impaired) to schedule a trip. You may also schedule a ride online after registering for a free account at Member.LogistiCare.com.

Please schedule all routine trips at least **2 business days beforehand**. ModivCare is available Monday through Friday, 8:00 a.m. to 5:00 p.m. Closed Saturdays, Sundays, and national holidays (New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas).

Urgent trips, as well as rides home after a hospital discharge, can be scheduled 24 hours a day, 7 days a week.

**Q. What information do I need to provide when scheduling a trip?**

A. You, or the person scheduling the trip on your behalf, must provide the following information—

- Your name
- Your date of birth
- Your Medical Mutual member ID number
- The pick-up and drop-off information, including the name, address and phone number of where you want to go
- The date and time of your trip, and if applicable, your return time
- If you require any accommodations because of a medical condition

**Q: What do I do if my driver is late?**

A: Call the ModivCare Ride Assistance line toll free at 1-866-267-7640 (TTY 1-866-288-3133 for hearing impaired). The representative on the phone will let you know how far away your driver is or will send a different driver if absolutely necessary.

**Q: How do I cancel a trip?**

A: Call the ModivCare Ride Assistance line at 1-866-267-7640 (TTY 1-866-288-3133 for hearing impaired) or you can cancel online at Member.LogistiCare.com. You will need to register for a ModivCare account before a trip can be canceled online. We recommend providing at least 24 hours notice if you must cancel a ride.

**Q: If I schedule a return trip home, does that count toward my 24-trip limit?**

A: Yes; all 24 trips are one way trips, so a trip to a destination counts as one trip and a return trip home would count as a second trip.

**Q: The transportation benefit is only available after an inpatient hospital stay. How will I know if my hospital stay was processed as inpatient or outpatient?**

A: This benefit is only available to those who were discharged from an inpatient hospital stay. If you stayed one night or more at the hospital due to receiving emergency services or certain types of surgery, but a doctor never submitted a written order to admit you as an inpatient, then you were most likely under observation during your stay. Talk to your doctor or call Medical Mutual if you are unsure your hospital stay was truly considered an inpatient stay or not.