

Medicaid Managed Care Plan (MCP) Transportation Benefit Resource Guide for Practices

There may be additional services or changes due to COVID-19, please call the health plan for a current list of services.



To Schedule Call	Direct transportation support: 1-866-531-0615 7am – 7pm M-F	1-800-488-0134 7am-7pm M-F	1-866-642-9279 7am-7pm daily	Direct transportation support: 1-866-837-9817 7am-7pm M-F	Direct transportation support: 1-800-269-4190 7am-7pm M-F
Standard Timeline for Scheduling	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	1-2 business days advance notice, up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance	Trips must be scheduled 48 hours (2 business days) in advance
Special Scheduling Instructions	Scheduling online and via smartphone app is available. Text reminders also available	Scheduling online and via smartphone app is available. Text reminders are also available.	Scheduling online and via smartphone app is available. Text reminders also available	Scheduling online and via smartphone app is available. Text reminders also available	Scheduling online is available.
Same Day/Sick Visit Instructions	Sick visit trips available same day and must be confirmed by the provider.	Sick visit trips available same day by calling scheduling line above.	Sick visit trips available same day by calling scheduling line above. Non-sick visit same day trips must be authorized by Molina's Member Services.	Sick visit trips available same day by calling scheduling line above.	Sick visit trips available same day by calling scheduling line above.
30 One-Way Trips / 15 Round-Trips Less Than 30 Miles	West/NE Region	X	X	X	X
60 One-Way Trips/ 30 Round-Trips Less Than 30 Miles	Central/SE Region Only				
Unlimited Trips	Women and Children (18 and under).				
Additional Trips Allowed for Pregnancy (Prenatal, Post-Partum, NICU)	X	X	X	X	X
Additional Trips Allowed If No Provider Available Within 30 Miles	X	X	X	X	X

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Plan Specific Additional Trip Requests & Exceptions	<p>Exceptions: Dialysis, Chemo/ Radiation, Hosp discharge, Urgent care; Wheelchair confinement.</p> <p>Additional Requests: Determined on case by case basis</p>	<p>If member exhausts the transportation benefit, the plan will work with the member to transition their county NET program if possible</p>	<p>Exceptions: Dialysis, Chemotherapy, Radiation, Wheelchair are unlimited.</p> <p>Additional trip request will be granted on a case-by-case basis determined by Molina staff</p>	<p>Case-by-case determined in Care Mgmt, authorized w/ notification: Dialysis, Chemo/ Radiation, Organ transplant, Hosp discharge & Urgent care permitted after trips used up. 2-day rule waived for kids under 1 year</p>	<p>Case-by-case authorized w/ notification for critical care trip types including: Dialysis, Chemo/ Radiation, transplant, wound care, drug rehab, hospital discharge</p>
Member services for general benefit inquiries	<p>1-866-246-4358</p> <p>7am-7pm M-F</p>	<p>1-800-488-0134</p> <p>7am-7pm M-F</p>	<p>1-800-642-4168</p> <p>7am-7pm M-F</p>	<p>1-800-462-3589</p> <p>7am-7pm M-F</p>	<p>1-800-895-2017</p> <p>7am-7pm M-F</p>
Approved Locations:					
Medical, Dental, Vision, Mental / Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS	X	X	X	X	X
Pharmacy after Medical Appointment	X	X	X	X	X
Stand Alone Pharmacy Trips	X	X	X	X	X
Health Condition Education Classes (such as Diabetes, Hypertension)	X	X	X	X	X
Centering and Parent Classes (including Car Seat & Cribette classes)	X	X	X	X	X
Medicaid, Social Security, BCMH, Waiver Redetermination	X	X	X	X	X
Food Bank, Pre-Ordered Grocery	X	X	X	X	X

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<p>School District COVID-19 Food Packages</p>	<p>Any member under 16 years of age must have parent/guardian present for this trip purpose</p>	<p>Any member under the age of 16 must have parent/guardian present for this trip purpose, or underage member must be an emancipated minor</p> <p>A parent/guardian of a member may schedule a trip for this purpose and the child member does not need to be present</p>	<p>Any member under 16 years of age must have parent/guardian present for this trip purpose</p> <p>Any member or parent/guardian may contact Molina Transportation services to schedule a pick-up and delivery of the food package to the home.**</p> <p>**Member and/or parent/guardian will not be present for this trip. Please confirm and communicate for the district's families any information that the transportation driver would need to have to pick up food on behalf of the child(ren). (This pickup/delivery option without the child or parent/guardian present may not be an option for every school food package program.)</p>	<p>Any member under 16 years of age must have parent/guardian present for this trip purpose</p>	<p>Any member under 16 years of age must have parent/guardian present for this trip purpose</p>
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Approved Transportation Choices:					
Cab/Van	X	X	X	X	X
Bus Pass	X	X	X	X	X
Gas Voucher			X		
Lyft (Uber Medical)	X	X	X	X	X
Mileage Reimbursement (to driver)	X	X	X	X	
Mileage Reimbursement (to member)		X	X	X	
Wheelchair Van	X	X	X	X	X

Additional Contact Information:	
Ohio Department of Medicaid (ODM) Provider Hotline	1-800-686-1516
Ohio Department of Medicaid (ODM) Member Hotline	1-800-324-8680