

Ohio Medicaid Managed Care Program Transportation Benefit Resource Guide for Practices

Managed Care Entity	Aetna Better Health	AmeriHealth Caritas	Anthem Blue Cross & Blue Shield	Buckeye Health Plan	CareSource	Humana Healthy Horizons	Molina Healthcare	United Healthcare
Who to Call for Scheduling	MTM, Inc. 888-889-0094	833-247-RIDE (833-247-7433), Option 1 7 a.m.–8 p.m. Monday-Friday OR through MTM, Inc. 833-664-6368, Option 2 7 a.m.–8 p.m. Monday-Friday	800-282-9720 Monday-Friday 8 a.m.–7 p.m.	866-531-0615 7 a.m.–8 p.m. Monday-Friday	800-488-0134 Available 24/7/365	855-739-5986 Available 24/7	Access2Care 866-642-9279 24/7 for urgent trips Monday–Friday 7 a.m.–8 p.m. for all routine visits	Facilities/ provider support: 888-255-5157 Direct transportation support: 800-269-4190 7 a.m.–7 p.m. Monday-Friday
When to Call for Scheduling	Trips must be scheduled 2 business days in advance.	Trips must be scheduled 2 business days in advance. Trips for members under 1 year of age are exempt from the 2 business days' notice requirement.	Trips must be scheduled 2 business days up to 30 days in advance.	Trips must be scheduled 2 business days up to 30 days in advance.	Trips must be scheduled 2 business days up to 30 days in advance.	Trips must be scheduled 2 business days up to 30 days in advance.	Trips must be scheduled 2 business days up to 30 days in advanced.	Trips must be scheduled 2 business days in advance.

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<p>Special Scheduling Instructions</p>	<p>Member can schedule by calling MTM customer service, utilizing MTM member portal, calling Aetna member service contacting assigned Aetna care manager.</p>	<p>Please advise on any special trip requirements such as level of service, special equipment needs, or other.</p>	<p>Scheduling is available by calling:</p> <p>Direct transportation number: 800-282-9720</p> <p>Anthem member services: 844-912-0938</p> <p>Or by speaking with a care manager.</p>	<p>Scheduling online and via smartphone app is available.</p> <p>Text reminders are also available.</p>	<p>Phone prompts when calling in will direct members to transportation scheduling online and via smartphone app.</p> <p>Text reminders are also available.</p>	<p>Scheduling online and via Access2Care smartphone app is available. Android app, iPhone app.</p> <p>Text reminders are also available.</p>	<p>Members can make reservations via telephone or online via mobile app.</p> <p>Text message reminders are also available.</p>	<p>Please advise on any special trip requirements, such as: level of service, special equipment needs, additional passengers.</p> <p>Members are responsible to provide their own car seats for children required by law to be in a car seat.</p>

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Same Day/Sick Visit Instructions	24/7/365 888-889-0094	May be called in less than 48 hours. Trip requests for these reasons should be scheduled regardless of days' notice: Trips deemed urgent by member's healthcare provider or AmeriHealth OH staff; dialysis; chemotherapy, radiation; post hospital discharge; pharmacy trips; PCP or urgent care appointments, when in lieu of emergency department.	Available by calling the scheduling line: 800-282-9720. Same day sick visits are available for urgent care, facility, hospital, emergency department discharge, chemotherapy, radiation, dialysis and for OhioRISE members. Additional short notice trips can be approved by the health plan.	Available same day and must be confirmed by the provider.	Available. Please call for same day trips rather than utilizing the app or scheduling online.	Available on the same day by calling: 855-739-5986. Non-sick visit same day trips must be authorized by Humana.	Available same day by calling: 866-642-9279. Non-sick visit same day trips must be authorized by Molina's Member Service.	Available same day by calling 800-269-4190
30 One-Way Trips/15 Roundtrips Less Than 30 Miles	Non-waiver ambulatory - trips 30 miles (one-way) and above for medical appointment. Allowed for trips greater than 30 miles	N/A	Included in the value-added benefits (VAB) listed below.	All Regions	N/A	Yes	Yes	Yes

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<p>60 One-Way Trips/30 Roundtrips Less Than 30 Miles</p>	<p>Value added benefit. Member must be full dual member enrolled in both Medicaid and Medicare with Aetna. Not waiver specific. Members are eligible to have 30 roundtrip or 60 one-way transports to use at their discretion. Trips allowed to medical appointment only.</p>	<p>Available for all members. Renews on an annual basis. For appointments where there is no provider within 30 miles, all necessary transportation is provided.</p>	<p>Anthem provides value added benefits (VAB) to enhance transportation essentials including 60 one-way trips or 30 round-trips less than 30 miles to supplement the Job and Family Service non-emergency transportation program for medical trips less than 30 miles from a member's residence or to travel to community-based organizations.</p>	<p>N/A</p>	<p>Yes</p>	<p>Yes</p>	<p>N/A</p>	<p>N/A</p>

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Unlimited Trips	Waiver members.	Radiation, chemotherapy, dialysis, oncology, wound care, surgery, hospital discharges, urgent care. Additional trips for pregnancy such as prenatal, post-partum or neonatal intensive care unit; 2-day scheduling timeline waived for kids under 1 year and organ transplant.	Unlimited trips available for dialysis, wheelchair trips, emergency department visits, facility or hospital discharge, chemotherapy, radiation, and for all OhioRISE member trips.	Unlimited trips 30 or more miles one-way with health plan authorization. Unlimited trips to and from dialysis, oncology, and chemotherapy or radiation therapy. Unlimited for members under one year of age. Unlimited for pregnancy related transports. Unlimited trips for parents to visit their child in a residential or inpatient behavioral health facility.	N/A	Dialysis, chemotherapy or radiation, hospital discharge, wheelchair, urgent care, pregnancy related trips, diabetes management, wound care, OhioRISE.	Dialysis, chemotherapy, radiation, wheelchair are unlimited.	Dialysis and related services, chemotherapy, radiation, oncology, substance use disorder, pregnancy related trips including prenatal and postpartum, neonatal intensive care unit visits and related patient care training, wound care, OhioRISE.

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Additional Trips Allowed for Pregnancy (Prenatal, Postpartum, Neonatal Intensive Care Unit)	No	Yes	Yes	12-weeks unlimited trips for post-partum visits less than 30 miles; Women, Infants, and Children (WIC) appointments; and neonatal intensive care unit appointments.	Yes	Yes	Yes	Yes
Additional Trips Allowed for Auxiliary Services Related to Medical Visit (Pharmacy, Laboratory Services)	Waiver members - non-medical trips 2 business day notice is required.	Yes	Yes	Pharmacy trips are allowed and count towards a member's annual trip limit. Ten, one-way food bank, food pantry, grocery store, farmer's market, and grocery store for curbside pick-up trips annually. Employment search and secure housing total 2 roundtrips or 4 one-way trips per year.	Yes	Yes	Yes	All trips for lab work and radiation or imaging are covered. Pharmacy trips are available as a stand-alone request. Neonatal intensive care unit visits are covered for visits and caregiver training.
Additional Trips Allowed if No Provider Available Within 30 Miles	Milage over 60 covered for waiver and non-waiver members.	If greater than 30 miles away, trip is a covered benefit.	Yes	Yes	Yes	Yes	Yes	Yes

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Plan Specific Additional Trip Requests & Exceptions	Care manager can authorize additional trips for waiver members.	Radiation, chemotherapy, dialysis, oncology, wound care, surgery, hospital discharges, urgent care. Additional trips for pregnancy (prenatal, postpartum, neonatal intensive care unit). 2-day scheduling timeline waived for kids under 1 year and organ transplant.	Additional trips can be requested and approved by the plan.	Exceptions: dialysis, chemotherapy or radiation, hospital discharge, urgent care; wheelchair confinement. Additional requests determined on case-by-case basis.	Additional trips available for dialysis, chemotherapy or radiation, urgent care, substance use disorder, hospital and urgent care discharge, pre-natal care, and neonatal intensive care unit visits.	Case-by-case determined in care management, authorized with notification: behavioral health, substance abuse, and neonatal intensive care unit visits.	Exceptions: dialysis, chemotherapy, radiation, wheelchair are unlimited. Additional trip requests will be granted on a case-by-case basis determined by Molina Healthcare staff.	Additional trips authorized for critical care including: Dialysis and related services, chemotherapy, radiation, oncology, substance use disorder, pregnancy related trips including prenatal and postpartum, neonatal intensive care unit visits and related patient care training for caregivers, wound care, OhioRISE.
Member services for general benefit inquiries	844-723-6288	833-764-7700	844-912-0938 (TTY 711)	866-246-4358 7 a.m.-8 p.m. Monday-Friday	800-488-0134 (TTY: 711) 7 a.m.-8 p.m.	877-856-5702 7 a.m.-7 p.m. Monday-Friday	800-642-4168 7 a.m.-8 p.m. Monday-Friday	800-895-2017 7 a.m.-7 p.m. Monday-Friday

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Approved Locations								
Medical, Dental, Vision, Mental / Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS	Waiver members are allowed medical and non-medical trips. Non-waiver members are allowed medical trips only.	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Pharmacy after Medical Appointment	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Stand Alone Pharmacy Trips	Yes, for waiver members.	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Health Condition Education Classes (such as Diabetes, Hypertension)	Yes, for waiver members.	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Centering and Parent Classes (including Car Seat and Cribette classes)	No	Yes	Yes, as a value-added benefit.	Yes	Yes	Yes	Yes	Yes
Medicaid, Social Security, BCMH, Waiver Redetermination	Yes, for waiver members.	Yes	Yes, as a value-added benefit.	Yes	Yes	Yes	Yes	Yes
Food Bank, Pre-Ordered Grocery	No	Yes	Yes, as a value-added benefit.	Yes	Yes	Yes	Yes	Yes
School District COVID-19 Food Packages	No	Yes	Yes, as a value-added benefit.	Any member under 16 years of age must have.	Yes	Yes	Food needs including: grocery trips, food banks, food.	Yes

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Approved Transportation Choices								
Cab/Van	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bus Pass	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Gas Voucher	Yes	No	No	No	No	No	No	No
Lyft (Uber Medical)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mileage Reimbursement (to driver)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mileage Reimbursement (to member)	Yes	Yes, if member is the driver.	Yes	Yes. Members who transport themselves are eligible for reimbursement.	Yes	Yes	Yes	Yes
Wheelchair Van	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Additional Contact Information:

Ohio Department of Medicaid Provider Hotline	800-686-1516
Ohio Department of Medicaid Member Hotline	800-324-8680