

**Aetna Better Health of Ohio (Medicaid):**

* Offers non-emergency transportation for covered healthcare services, especially for travel of 30 miles or more.
* Eligible Medicaid members can seek assistance through the County Department of Job and Family Services' Non-Emergency Transportation (NET) program.
* Members in home and community-based waiver programs have additional transportation benefits; contact your care manager for details.
* Dual-eligible members (Medicare and Medicaid) may qualify for enhanced transportation benefits.

**Aetna Medicare Advantage Plans:**

* Some plans may include non-emergency transportation to medical appointments as a supplemental benefit.

**Check your plan documents for specifics on trip and mileage allowances.**

* Rides are often provided through Access2Care℠, which can be reached at 1-855-814-1699 (TTY: 711) or online at Access2Care.net.

**How to Request a Ride:**

* Aetna Better Health of Ohio: Call Member Services at 1-855-364-0974 (TTY: 711).
* Aetna Medicare Advantage: Call 1-855-814-1699 (TTY: 711) or visit Access2Care.net.
* Non-MCO members: Contact your local County Department of Job and Family Services for NET program assistance.

**Emergency Transportation:**

* Molina covers ambulance services when medically necessary, typically accessed through the 911 emergency response system.

**Non-Emergency Transportation:**

* For all Molina Healthcare of Ohio members: Molina provides transportation to and from covered health care services. This includes trips to the doctor, dentist, hospital, pharmacy, and other locations where Medicaid services are received.
* For Molina Dual Options MyCare Ohio members: They receive a supplemental benefit of 30 one-way trips per calendar year, in addition to the standard transportation benefit for medical appointments.
* For trips 30 miles or more: If a covered health care service is more than 30 miles from the member's home, Molina will provide transportation, even if it exceeds the 30-trip limit.

**County Department of Job and Family Services:**

* Molina members can also utilize the local County Department of Job and Family Services Non-Emergency Transportation (NET) program for additional transportation assistance.

Molina Healthcare insurance care plan of Ohio for transportation is (844) 491-4761 (TTY 711).

This number connects you with transportation specialists who are available 24 hours a day, 7 days a week to assist you with scheduling transportation or answering questions. It is recommended to call at least 2 business days in advance of your appointment to arrange transportation.

* Rides to covered healthcare services: This includes appointments with providers, medical tests, and treatments.
* Rides to pick up prescriptions: You can get a ride to the pharmacy to pick up your prescriptions after a medical appointment.
* Rides to Women, Infants and Children (WIC) appointments: CareSource also provides transportation to WIC appointments.
* Rides to county redetermination meetings: Members can get rides to meetings at the County Department of Medicaid.
* Rides to food pantries or for curbside grocery pickup: CareSource also offers transportation to food pantries or to pick up groceries via curbside pickup.
* Mileage reimbursement: If you prefer to use your own car or public transportation, you may be eligible for reimbursement (with restrictions).

**Contact Information:**

* Member Services: To schedule a ride or for more information, call Member Services at 1-800-488-0134 (TTY: 711).
* MyCare Members: MyCare members may schedule a ride by calling 1-855-475-3163 (TTY 711).



* **Covered Locations:**

Transportation can be arranged to doctor's appointments, pharmacies, labs, and other medical-related facilities.

* **Prior Authorization:**

Trips exceeding 35 miles in distance require prior approval from both Medical Mutual and [SafeRide](https://www.google.com/search?sca_esv=7b640742644021d7&cs=0&sxsrf=AE3TifNCmoQh1FYbttgKoX_uP-Zqu0BRlQ%3A1750265416231&q=SafeRide&sa=X&ved=2ahUKEwiCm9_itvuNAxVtKFkFHd-GMNMQxccNegQIFBAB&mstk=AUtExfDL_LpvjlS5JVHwCC0q5li6J_Q_Aw5TmZUmwLAw0nkvC2VGENp4IESHeSEjFKv8HtmlXOXU-uJPNkeNhkPYntwnXKUI74J-PDQ4AuGLPW-AQM29V4Sa9WZjjmB3G3ckynGjFr7M_7Is7jQAYNuHfIrAIuahXh_GHKnJAxInExN20GefA-JkrffrUozUKvDhdlo4m6GaX6Zlcu3RCE4GAWzOpsTBOfrlhm2Ej5h2OQ53wXNT-BNNBJP68Fg57eXbkfJ8nLTaDQC2lZP8pZS5CLh9pSesyyiLV03v-6YODgG9zw&csui=3).

* **Scheduling:**

Routine trips should be scheduled at least three business days in advance. Urgent requests are accommodated based on availability.

* **Post-Hospital Stay:**

Transportation assistance is available for 90 days following discharge from an inpatient hospital stay.

* **24/7 Availability:**

Urgent trips, including rides home after a hospital discharge, are available around the clock.

* **State of Ohio:**

All trips must occur within the state of Ohio

Contact Medical Mutual Customer Care toll free at **1-800-982-3117** (TTY 711 for hearing impaired) to: Schedule a trip; Check on your trip status; Cancel a trip

**Free transportation**: Buckeye Health Plan offers transportation to medical, dental, and vision appointments at no cost to members.

* Trip limits: There are limits on the number of trips provided, which vary by region in Ohio.
* Scheduling: Trips should be scheduled at least 48 hours in advance by calling member services.
* Methods of transportation: Transportation can be provided via car or van through services like Lyft, Uber Health, or local transportation companies. Bus passes and mileage reimbursement for transporting the member are also available.

**Limitations:** Members who drive themselves to appointments are generally not eligible for reimbursement.

**Emergency Transportation:**

* Covered with No Limit: Emergency medical transportation (ambulance) is a covered service with no limit, although prior authorization is not required for emergency transport.
* Non-emergency transport: Prior authorization is required for non-emergent transportation.
* Out-of-network providers: If you receive service from an out-of-network ground/water ambulance provider, you may be subject to balance billing.

**My Health Pays® Rewards:**

* Rewards for healthy choices: Ambetter's My Health Pays® program allows members to earn rewards for making healthy choices, which can be used to help cover various costs, including transportation.
* Using rewards for transportation: You can use your rewards to purchase public transportation directly from the agency, either in-person or online.

The dedicated phone number for transportation services for Ambetter from Buckeye Health Plan in Ohio is 1-866-531-0615.

**Emergency Medical Transportation:**

* AultCare plans include coverage for emergency medical transportation, which refers to ambulance services needed for an emergency medical condition.
* The type of transportation covered may include by air, land, or sea.
* However, your specific plan may not cover all types or may pay less for certain types.
* You will generally have a copayment or coinsurance for emergency medical transportation, depending on your specific plan's details.

**Transportation Outreach Programs:**

* Aultman Hospital provides no-cost transportation services to the Amish communities in specific Ohio counties for appointments and procedures at any Aultman facility. These counties include Carroll, Columbiana, Coshocton, Holmes, Stark, Tuscarawas, and Wayne.
* Aultman Orrville Hospital offers free transportation for patients and their families to the hospital or its medical staff offices within a 25-mile radius, with advance notice required.

**Important Notes:**

* For more information on your specific coverage details, it's best to contact AultCare directly at 330-363-6360 or 1-800-344-8858. TTY users can call 711.
* If you are covered by Medicaid, additional transportation assistance may be available through Ohio Medicaid managed care plans or the County Department of Job and Family Services.
* Some transportation services require advance notice for scheduling.
* Be sure to check the specifics of your plan's Summary of Benefits and Coverage for the most accurate and up-to-date information on transportation coverage and costs.



**Transportation Methods:**

Buckeye provides transportation through:

[**Lyft, Uber Health**](https://www.google.com/search?sca_esv=7b640742644021d7&cs=0&sxsrf=AE3TifN7z7-bS0Y2Uo-0mmwAgpHCYkE_Hw%3A1750269716620&q=Lyft%2C+Uber+Health&sa=X&ved=2ahUKEwi-w73lxvuNAxU3D1kFHf4xImAQxccNegQIDhAB&mstk=AUtExfDpiTDIKSygn41zEJpoiwdupQKhOhqhmQoGdjHCCSsz-xl2Hcz5kBCvlmYK4j3PK11ogH-WQndzVfbL3xm1pyqeU8gEscSpSUDXdZn4GDBZfSJXcELPIV7C3zjfP8Fvb2FzJxiQvwUKQiiRgQnwwLRZ6-ymXewjdhVBcDh3L56bASYlEaV6yfUewpdivhodNco9KAK13fTl-kwNocO_obM1HFausxgNbA5qc9Z6MI9KyV-8TSyYe9jCUPw2y_tendJLIuNRVkuAY_V7cHYS-EEgpWmMnGRm9hOLGE1ijieCzQ&csui=3)**, or local transportation companies:** These are used when other options are unavailable or when specifically requested.

[**Bus passes**](https://www.google.com/search?sca_esv=7b640742644021d7&cs=0&sxsrf=AE3TifN7z7-bS0Y2Uo-0mmwAgpHCYkE_Hw%3A1750269716620&q=Bus+passes&sa=X&ved=2ahUKEwi-w73lxvuNAxU3D1kFHf4xImAQxccNegQIDxAB&mstk=AUtExfDpiTDIKSygn41zEJpoiwdupQKhOhqhmQoGdjHCCSsz-xl2Hcz5kBCvlmYK4j3PK11ogH-WQndzVfbL3xm1pyqeU8gEscSpSUDXdZn4GDBZfSJXcELPIV7C3zjfP8Fvb2FzJxiQvwUKQiiRgQnwwLRZ6-ymXewjdhVBcDh3L56bASYlEaV6yfUewpdivhodNco9KAK13fTl-kwNocO_obM1HFausxgNbA5qc9Z6MI9KyV-8TSyYe9jCUPw2y_tendJLIuNRVkuAY_V7cHYS-EEgpWmMnGRm9hOLGE1ijieCzQ&csui=3)**:** Available for appointments with quantity limits defined by the county.

[**Mileage reimbursement**](https://www.google.com/search?sca_esv=7b640742644021d7&cs=0&sxsrf=AE3TifN7z7-bS0Y2Uo-0mmwAgpHCYkE_Hw%3A1750269716620&q=Mileage+reimbursement&sa=X&ved=2ahUKEwi-w73lxvuNAxU3D1kFHf4xImAQxccNegQIEhAB&mstk=AUtExfDpiTDIKSygn41zEJpoiwdupQKhOhqhmQoGdjHCCSsz-xl2Hcz5kBCvlmYK4j3PK11ogH-WQndzVfbL3xm1pyqeU8gEscSpSUDXdZn4GDBZfSJXcELPIV7C3zjfP8Fvb2FzJxiQvwUKQiiRgQnwwLRZ6-ymXewjdhVBcDh3L56bASYlEaV6yfUewpdivhodNco9KAK13fTl-kwNocO_obM1HFausxgNbA5qc9Z6MI9KyV-8TSyYe9jCUPw2y_tendJLIuNRVkuAY_V7cHYS-EEgpWmMnGRm9hOLGE1ijieCzQ&csui=3)**:** For trips under 30 miles, with prior authorization required for longer distances.

**Covered Appointments:**

Transportation is available for various appointments, including:

**Medical, dental, and behavioral health appointments:** These are covered at no cost to the member.

**Substance Use Disorder (SUD) appointments:** Also covered.

**Rides home from the hospital or emergency room:** Available.

**Pharmacy visits after a doctor's appointment:** Covered.

[**WIC**](https://www.google.com/search?sca_esv=7b640742644021d7&cs=0&sxsrf=AE3TifN7z7-bS0Y2Uo-0mmwAgpHCYkE_Hw%3A1750269716620&q=WIC&sa=X&ved=2ahUKEwi-w73lxvuNAxU3D1kFHf4xImAQxccNegQIMRAB&mstk=AUtExfDpiTDIKSygn41zEJpoiwdupQKhOhqhmQoGdjHCCSsz-xl2Hcz5kBCvlmYK4j3PK11ogH-WQndzVfbL3xm1pyqeU8gEscSpSUDXdZn4GDBZfSJXcELPIV7C3zjfP8Fvb2FzJxiQvwUKQiiRgQnwwLRZ6-ymXewjdhVBcDh3L56bASYlEaV6yfUewpdivhodNco9KAK13fTl-kwNocO_obM1HFausxgNbA5qc9Z6MI9KyV-8TSyYe9jCUPw2y_tendJLIuNRVkuAY_V7cHYS-EEgpWmMnGRm9hOLGE1ijieCzQ&csui=3)**(Women, Infants, and Children) appointments:** Covered, particularly for pregnant women and those with children up to one year old.

**Other appointments:** Such as those related to chemotherapy, radiation treatment, dialysis, and for those with wheelchair confinement.

The Buckeye Health Plan phone number for transportation services under their Ohio Medicaid plan is 1-866-296-8731. This number is for [Buckeye Health Plan Provider Services](https://www.google.com/search?sca_esv=4452af626beaf223&cs=0&sxsrf=AE3TifNAswInvQf-aTIIW8780IN4R4QHQg%3A1750420006039&q=Buckeye+Health+Plan+Provider+Services&sa=X&ved=2ahUKEwin95rV9v-NAxVzE1kFHQClLHcQxccNegQIBBAB&mstk=AUtExfBymOLbI8MfMVOIjuYrqdDP-ordecp8PONI6CCwI_TaouvYFouZsOkqEKX2VKQlOTpb_2MLXMkXMHP0sU9jV0GGuntk9k7tJ481Ihna6D9GBHot3M0ZR7FtBAEHgxRBYXQCtKJtxvajF1MeathCKMzv8fs-EWzhnyijNSnNG3TIK-qiRkt-FntW5-8ogsM5yF9ymIULqkSYY0WuJikuGZ3xAcNGONxl_eIdIkr0UHKj9Htru_MIuQxm85PJDCeAG8cpWsQG5rDQAlTF113tfJifhkzXNDiaw3vgRJQUc-ch_w&csui=3), and they can assist with arranging transportation for members needing to access covered healthcare services.

How to Schedule a Ride:

* For routine appointments, call Access2Care at 800-282-9720 at least two full business days in advance.
* For urgent/same day appointments or hospital discharges, call Access2Care at 800-282-9720, 24/7, and they will attempt to find a ride for you.
* Reservations for recurring appointments can be made for up to 90 days at a time.

**Standard Transportation**: All Humana Healthy Horizons members receive 30 one-way trips (15 round trips) per calendar year without needing prior approval.

Covered Trip Types: These standard trips can be used for a variety of purposes, including:

* + Doctor, dental, and vision appointments.
	+ Social support activities (e.g., support groups, wellness classes).
	+ Appointments with the County Department of Job and Family Services (CDJFS).
	+ Trips to food banks and grocery stores.
	+ GED classes and job interviews.
	+ Maternity/childbirth classes and baby showers.
	+ Redetermination appointments and WIC appointments.

**Case Management Transportation**: Members enrolled in Humana case management may qualify for additional transportation for specific services, such as intensive outpatient treatment and behavioral health services. They can also receive transportation to visit a child in a residential or inpatient behavioral health facility or a neonatal intensive care unit (NICU). Support for new mothers during the first 12 weeks after delivery, with trips not exceeding 30 miles, may also be available.

**Unlimited Transportation**: Unlimited transportation is available for members for specific chronic conditions and essential treatments, including:

* + Chemotherapy, diabetes management, dialysis, and radiation.
	+ Organ transplant and wound care.
	+ Prenatal and postpartum trips (up to 12 months after delivery for doctor visits).
	+ Hospital discharge and urgent care visits.

Non-Emergency Medical Transportation (NEMT): Transportation for routine medical appointments and other healthcare needs is managed by Access2Care, Humana Healthy Horizons' NEMT vendor. You can arrange transportation by calling Access2Care at 855-739-5986.



**Free Rides**: As an Anthem Blue Cross and Blue Shield member, you can receive free rides to and from your doctor's office, pharmacy, and other providers of covered services.

**Non-Emergency Medical Transportation**: Anthem offers non-emergent transportation services, often provided by Access2Care, to cover trips when you need to travel a significant distance (e.g., 30 miles or more) for medically necessary services, including pharmacy services.

**Specialized Transportation:** They also provide special vehicle transportation for members who require assistance, such as those in wheelchairs.

**Scheduling Rides:** Routine rides should be scheduled at least two business days before your appointment. For urgent or same-day appointments, you can schedule within three hours.

**Additional Benefits**: In addition to the standard transportation services, some Anthem members may be eligible for extra benefits, such as a $25 Uber gift card for members aged 18 and older.

To schedule a ride:

* Call Anthem Transportation Services at 844-772-6632.
* Book online through their website.
* You can also schedule repeat appointments, like dialysis, chemotherapy, or radiation, up to 90 days at a time.
* For urgent/same-day appointments or facility discharges, you can call Access2Care at 800-282-9720, 24 hours a day, 7 days a week

Cigna Health Plan of Ohio, particularly through their Medicare Advantage plans, offers transportation benefits for routine health-related travel.

**Specifically, this benefit may include:**

* Non-emergency one-way trips: To or from approved health-related facilities.
* Coverage within 70 miles: For approved locations. Trips exceeding this mileage typically require prior authorization.
* Arrangements through Cigna's transportation vendor: This may include vans, taxis, wheelchair-equipped vehicles, and potentially rideshare services like Uber or Lyft where available.
* Variable number of trips: The maximum number of trips allowed is dependent on your specific plan.
* Requirement for 48-hour notice: When requesting transportation, you must request transportation at least 48 hours before your appointment.
* Requirement for authorization: Any other means of non-emergency transportation, outside of those arranged through the vendor, requires authorization.
* To learn more about your transportation benefit or to schedule services, you can contact the transportation vendor at 1 (866) 214-5126 (TTY: 1 (855) 823-8587), available 24/7.

**Care Team Assistance:**

* Oscar mentions that their Care Team can help members with various aspects of their plan, including setting up transportation.
* The Care Team can assist with finding in-network care and preparing for appointments or procedures.
* It's recommended to call Access2Care at 800-282-9720 to schedule a ride at least two business days in advance for routine appointments. For urgent appointments or facility discharges, you can call this number 24/7.
* For questions or concerns about coverage, contact Member Services at 844-912-0938



* Non-Emergent Transportation:
	+ Paramount Elite plans generally cover non-emergent transportation with a $0 copay for a set number of one-way trips to approved health-related locations, though some specific Elite plans do not include this benefit. Transportation methods can include taxi, rideshare, or van, and trips typically need to be scheduled at least 48 hours in advance and may have mileage limitations.
	+ Paramount Advantage members receive a specific number of one-way trips per calendar year for medically necessary services. This includes transportation to certain appointments like WIC and Medicaid redetermination meetings. They also offer transportation for members traveling a significant distance to an in-network provider if there isn't a closer option, which does not count against their trip limit. Medically necessary ambulette services are also available. Trips for Paramount Advantage members can be scheduled up to 30 days in advance, but no less than two full business days beforehand.
* Transportation Services via Paramount Support Services: This service provides professional transportation for various needs, including medical appointments and errands. They have lift-equipped vans for those using mobility aids and trained drivers. This service can also be used for out-of-area travel and work-related transportation.
* Other Options: Members can also contact their local Job and Family Services (JFS) regarding transportation through their Non-Emergency Transportation (NET) program.

To learn more or schedule transportation:

* For Paramount Advantage transportation assistance, call 1-866-837-9817 (TTY 1-800-750-0750).
* Paramount Elite members should contact Paramount Health Care directly.
* To inquire about Paramount Support Services, contact them directly**.**
* Coverage: SummaCare provides a set number of one-way trips annually for in-network medical appointments within their service area.
* Types of Transport: Options include rideshare services, sedan transport, and ambulette for those needing wheelchair or stretcher transport.
* Scheduling: Trips are scheduled through their vendor, HOMELINK, with advance notice required (at least 72 hours for stretcher/electric wheelchair and 48 hours for others), though most trips can be scheduled with less immediate notice.
* Availability: The service is available Monday through Friday.
* Exclusions: Trips to and from pharmacies are not covered.
* Medicare Advantage: Members with the Jade (HMO) plan need to select this benefit as part of their Bene-Flex options to use it.
* Non-Emergency Ambulance Transport: As of June 1, 2024, non-emergency ambulance transportation between facilities is generally no longer covered unless medically necessary.

For details on trip limits and copays, refer to your plan's Summary of Benefits or contact SummaCare.

To inquire about or schedule transportation services related to your SummaCare Care Plan of Ohio, you should call HOMELINK at 844.358.2549 (TTY 711). This is the number provided for scheduling transportation and is also where you can inquire about home safety devices if you are a SummaCare member.

* Non-Emergency Medical Transportation: They provide transportation for non-emergency medical appointments and other approved healthcare-related services.
* Trip Allowance: Members typically receive 30 one-way trips or 15 round trips per calendar year.
* Variety of Transportation Options: The services can include rides via taxi, wheelchair van, ambulette, ambulance, and stretcher, depending on the member's needs.
* Mileage Reimbursement: UnitedHealthcare Community Plan of Ohio may offer mileage reimbursement for members who prefer to use their own vehicle for trips to medical appointments.
* Unlimited Trips for Specific Needs: Unlimited transportation is available during pregnancy and after giving birth for WIC appointments and visits to the newborn intensive care unit.
* Trips Beyond Medical Appointments: Transportation can also be provided for visits to food pantries, grocery stores for curbside pickup, and Job and Family Services offices for benefit renewals.

**Advance Notice Required:** Members typically need to call to schedule trips at least 5 days in advance. Urgent rides to the doctor or Urgent Care Center might be arranged with less notice.

**Wheelchair-Accessible Vehicles**: If a member has special needs like a special lift or wheelchair van, they should mention this when scheduling their ride.

**Help with Renewing Benefits:** UnitedHealthcare can provide free transportation to local county Job and Family Services offices for renewing Medicaid benefits. You should call 48 hours in advance to schedule this.

**Contact Information**: To set up a ride, you can usually call the number on the back of your medical insurance card, or specifically for UnitedHealthcare Community Plan members in Ohio, the number is 1-877-892-3995. You can also try calling the Member Services number at 1-800-895-2017.