Non-Emergency Medicaid Transportation

We can accommodate riders with:
Guide Animals

,

Hearing Impairment

,

Manual wheelchairs

,

Personal Care Attendants

,

Powered wheelchairs

,

Scooters

,

Vision Impairment
Age Requirements
No Age Requirement
Available 24/7
No
Documents Required
Call for details
Other Eligibility Criteria
Contact the local Department of Social Services for more information and to determine Medicaid eligibility or visit the website at commonhelp.virginia.gov to apply for Medicaid benefits online.
Family
No
Intake Process
Make a reservation on the website or call the NEMT reservation line at 1-866-386-8331 at least five business days prior to the scheduled medical appointment. Verifiable urgent trips, like a follow-up appointment or sudden, non-life threatening illness, may be reserved with less than five business days notice. Call the Ride Assist Line at 1-866.246.9979 with questions or to cancel an existing reservation.
Intake Contact Telephone
(866) 386-8331

Provider Refer

Yes

Report Problems

Call the Agency

,

Send an Email

Residency Requirements

Serves Virginia residents.

Self Refer

Yes

ModivCare

http://transportation.dmas.virginia.gov/Contact-Us

https://member.logisticare.com/login

https://www.facebook.com/MODIVCare

Main

(866) 810-8305

Toll-Free

(866) 386-8331

7443 Lee Davis Road, Suite 200

23111 VA

United States

Additional Availability Comments

The reservation desk is available 24/7/365 online or through the App.

Fee Structure

Call for Information

Payment Method(s)

Medicaid

Languages Spoken

English

ModivCare, formerly LogistiCare, provides non-emergency medical transportation (NEMT). NEMT is the transportation of a Medicaid member to a non-emergency Medicaid covered service. NEMT is not transportation where emergency services are required. Members should dial 911 if an immediate response is needed for emergencies or worsening conditions that threaten life or limb.

For Medicaid Travel non-emergency reservations, please call 1-866-386-8331. Reservations are taken Monday through Friday between the hours of 6 AM to 8 PM. For Medicaid travel general information, please call 1-866-810-8305, extension 2604. To make a reservation for Fee for Service Medicaid, call 1-866-386-8331 or go online to https://member.logisticare.com. Information required includes a member identification number, pickup address, a destination address, date and time of appointment, return time (if known), and member telephone number. Call 1-866-246-9979 to request a ride.

The type of transportation available to members will depend on their location and condition but may include: public transit, volunteer driver, gas reimbursement, car, van, taxi, wheelchair transport, stretcher van, and non-emergency ambulance. Members that live near a bus line can request bus tickets/tokens. Bus tickets/tokens will be provided at no cost for an escort to accompany the member. Buses are wheelchair accessible. Call for details.

Call for information about family or friends being eligible to receive mileage reimbursement when providing transportation to covered services.

Service Area(s)
Statewide