

ModivCare’s Responsibility for the Non-emergency Transport of Nassau and Suffolk County Medicaid Enrollees

Effective July 1, 2015 ModivCare will begin managing transportation for Nassau and Suffolk County Medicaid fee-for-service enrollees only, and the initiative will later expand to include Medicaid enrollees who are members of Medicaid managed care plans as well as those Medicaid enrollees residing on Long Island whose Medicaid eligibility is secured through the New York State Office of Mental Health or the Office for Persons with Developmental Disabilities.

All trips must be pre-arranged by an enrollee or medical practitioner and confirmed by ModivCare. Transportation providers may not request trips.

844-678-1103 is the **reservation** number that enrollees and their caregivers call Monday– Friday 7 a.m. to 6 p.m. to request NEMT services. All routine trips must be pre-arranged at least 3 days in advance (including the day of the call but not the day of the appointment).

Enrollees can also request NEMT services online. Information is provided online at www.longislandmedicaidride.net. This website contains important information for enrollees, medical practitioners and transportation providers.

866-288-3133 is the reservation number for **deaf or hearing impaired** enrollees.

844-678-1104 is the **“Where’s My Ride?”** number that enrollees (or their families or caregivers) call when the enrollee is ready be picked up or if there is a service issue or complaint.

Requests for routine NEMT services must be pre-arranged with ModivCare at least 3 days in advance, as shown in the chart below. Requests for urgent, same day or next day trips are reserved pending confirmation from the medical provider that the enrollee needs to come in as soon as possible.

Three (3) days prior for routine NEMT:	
Appointment is on:	Contact ModivCare:
Saturday	The Wednesday before
Sunday	The Thursday before
Monday	The Friday before
Tuesday	The Friday before
Wednesday	The Friday before
Thursday	The Monday before
Friday	The Tuesday before