

Medicaid Enrollee's Responsibilities and Conduct

If you or a family member has a car, you should use that car to travel to your medical appointment; you should **not** request medical transportation from ModivCare (formerly LogistiCare).

If you use public transit for daily activities, you are required to use public transit to get to and from your medical care.

If you do not have a car or family member with a car and you cannot use public transit, you can receive Medicaid funded transportation.

- **You MUST contact ModivCare at 844-678-1103 at least 72 hours (3 days) in advance for your ride.** For example, call Monday for an appointment on Thursday.
- When you contact ModivCare, you must have your **Medicaid ID number, and the name, address, and phone number of your medical practitioner.**
- If you are not satisfied with the behavior or decision of the ModivCare call services representative, please ask to speak to a supervisor and make your complaint.

On the day of your transport, you:

- Must be dressed and ready to board the vehicle at the scheduled pick up time.
- Cannot have alcohol, drugs, or any weapon with you.
- Must use the seatbelt.
- Are responsible for any needed equipment, such as a car seat for a child, or a wheelchair.
- Cannot physically or verbally abuse other riders or the driver.
- Cannot smoke while in the vehicle.

You must call ModivCare at 844-678-1104 if:

- **You are unable to go to your medical appointment.** Please call two (2) hours or more in advance if you need to cancel.
 - **The driver is more than 15 minutes late, or the driver did not pick you up.**
 - **The driver is driving dangerously, smoking, or abusive to you, or asks you for money.**
 - **The heat or air conditioning in the vehicle is not working.**
 - **There isn't a seat or seatbelt for you in the vehicle.**
 - **The driver of an ambulance did not assist you to and from the vehicle.**
 - **It took too long to arrive at your appointment, or arrive back at your residence.**
 - **You were in an accident while riding in the vehicle.**
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