















## Managed Care Organization (MCO) Transportation Benefit Resource Guide for Members

							
<b>Standard Scheduling Timing</b>	Trips must be scheduled 48 hours (2 business days) up to 30 days in advance						
<b>Same Day / Sick Visit Instructions</b>	Same day/sick visit trips available; provider may need to confirm urgency						
<b>30 / 60* One-Way Trips / 15 /30* Round Trips Less Than 30 Miles</b>	Available for all members, renews on an annual basis. <i>For appointments where there is no provider within 30 miles, all necessary transportation is provided.</i>						
<b>Additional Trip Limit Exceptions</b>	Radiation, chemotherapy, dialysis, oncology, wound care, surgery, hospital discharges, urgent care; Additional Trips for Pregnancy (Prenatal, Post-Partum, NICU); 2-day scheduling timeline waived for kids under 1 year and organ transplant						
<b>Approved Locations</b>							
Medical, Dental, Vision, Mental/Behavioral Health, Hospital Discharge, DME, Urgent Care, WIC, CDJFS, Pharmacy after Medical Appt, Stand Alone Pharmacy Trip, Health Condition Education Classes (e.g., Diabetes, Hypertension), Centering and Parenting Classes (including Car Seat & Cribette classes), Medicaid, Social Security, BCM-Bureau Children Medical Handicaps/Children with Medical Handicap Programs (CMH), Waiver Redetermination, Food Bank/Pantry, Pre-ordered Grocery Pick-Up, Immunizations, member and family Advisory and special events							
<b>Approved Transportation Choices</b>							
Cab/Van, Bus Pass, Lyft and/or Uber Medical, Mileage Reimbursement to driver/to member, Wheelchair Van <i>Please contact plan for medically assisted and stretcher transport needs.</i>							
<b>Contact Information</b>							
							
<b>MCO Member Services for General Benefit Inquiries, Issues, Special Requests</b>	833-764-7700 7am-8pm M-F	844-912-0938 7am-8pm M-F	866-246-4358 7am-8pm M-F	800-488-0134 7am-8pm M-F	877-856-5702 7am-8pm M-F	800-642-4168 7am-8pm M-F	800-895-2017 7am-8pm M-F
<b>Ohio Department of Medicaid (ODM) Member Hotline</b>					<b>1-800-324-8680</b>		

*\*All MCOs' Standard Enhanced/Value-added transportation benefit includes at least 30 one-way/15 round trips*