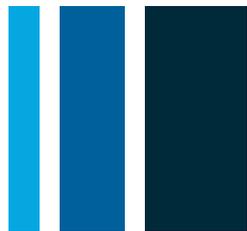
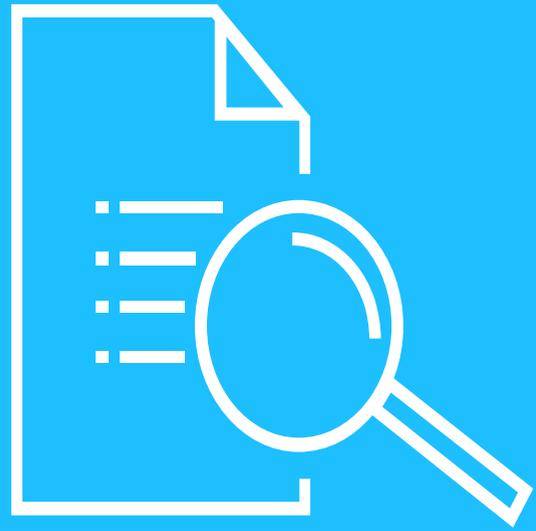


# Modivcare Non-Emergency Medical Transportation

2023

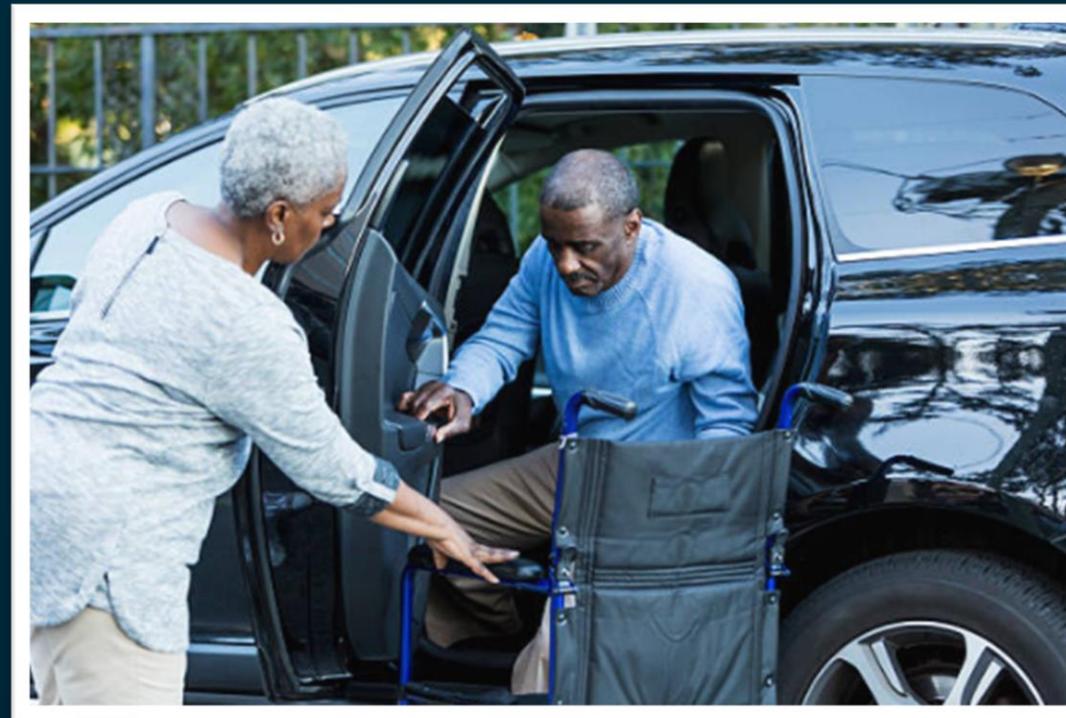


modivcare

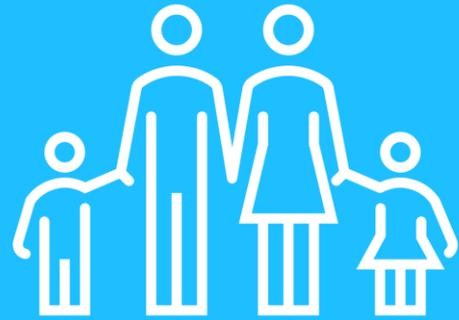


## WHO IS MODIVCARE

Modivcare serves as a critical logistical link between people in the community and the health care services, they need to stay healthy. We work with third party transportation providers to ensure that Medicaid and Medicare members get to and from their medical appointments.







## PURPOSE, VISION & VALUES

### OUR PURPOSE

Our 'why,' reason for being,  
and strategic north star

**MAKING CONNECTIONS TO CARE**

### OUR VISION

Our strategic goal and  
objective

**WE DRIVE POSITIVE HEALTH  
OUTCOMES BY TRANSFORMING  
THE WAY WE CONNECT  
TO CARE**

### OUR VALUES

What we believe in, how we  
behave, and what guides  
our decision making

#### BECAUSE WE CARE...

We treat everyone with dignity and **RESPECT**

We earn the **TRUST** of our members, and each other

We provide **RELIABLE** services that open doors

We serve with courtesy and **COMPASSION**

We prioritize **SAFETY**

We communicate with purpose and **TRANSPARENCY**

**ALWAYS.**

# Transportation

Largest provider of Non-Emergency  
Medical Transportation (NEMT)



48

States  
*(National reach)*



36M

Lives managed



30M

Trips



\$6B

Market growing  
to \$14B

# Who is Modivcare?

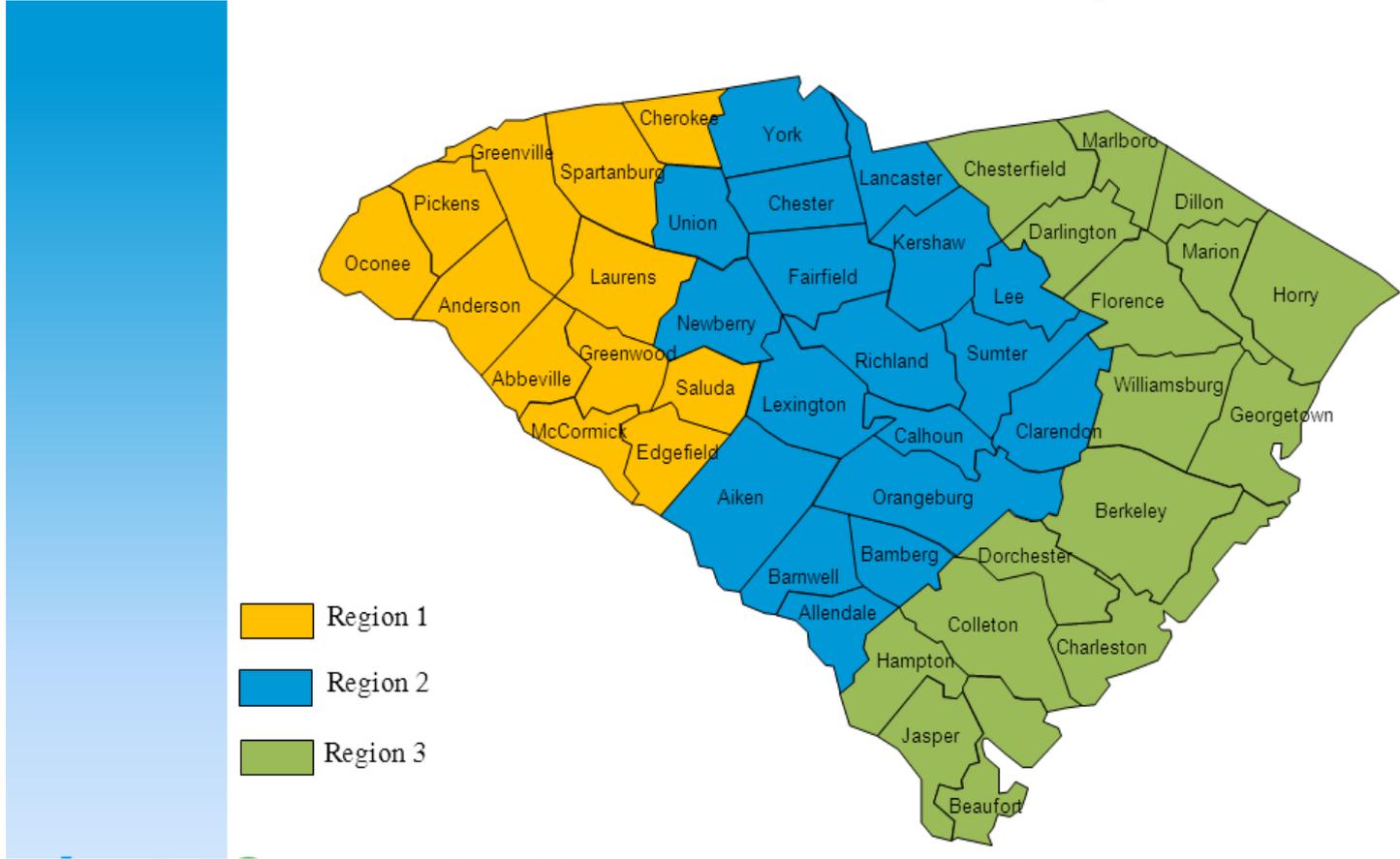


- **Modivcare helps state governments and managed care organizations run transportation and integrated health care programs.**
- **More than 24 million covered plan members, nationwide**
- **Better access to care in their communities.**

- **South Carolina's Plans**

- BlueCross BlueShield SC: [1-866-461-1028](tel:1-866-461-1028)
- Centene Allwell/Health Net: [1-877-718-4201](tel:1-877-718-4201)
- Humana National Medicare (MCR) [1-866-588-5122](tel:1-866-588-5122)
- UnitedHealthcare Medicare National: [1-866-418-9812](tel:1-866-418-9812)
- UnitedHealthcare Group Retiree [1-833-219-1182](tel:1-833-219-1182)
- **HCSC Group Retiree**
- Group Retiree National Line Reservation/Ride Assist [1-866-824-1566](tel:1-866-824-1566)
- Humana Group Retiree [1-866-588-5121](tel:1-866-588-5121)

# South Carolina SCDHHS Regions

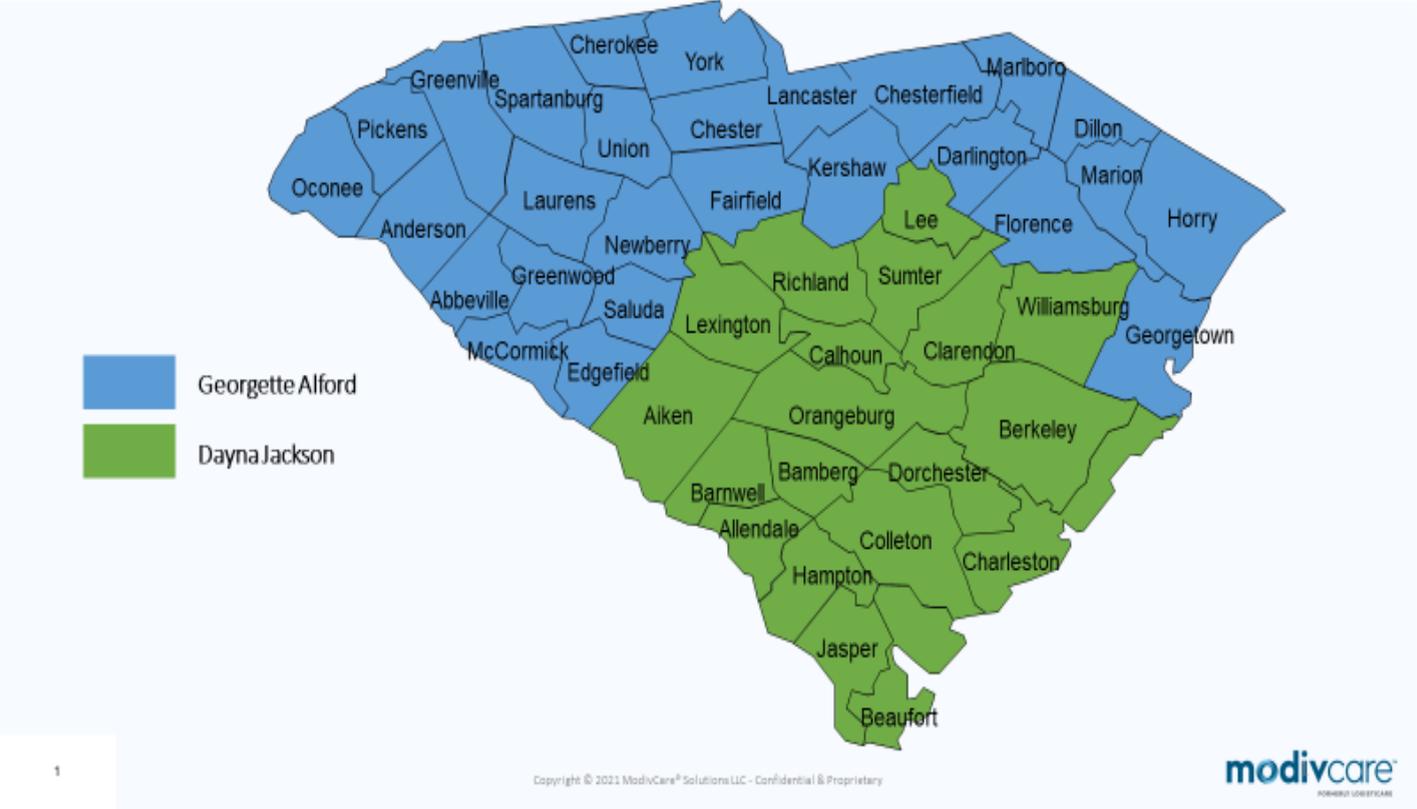


**SC Region 1:**  
 Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee, Pickens, Saluda, Spartanburg  
**1-866-910-7688** →

**SC Region 2:**  
 Aiken, Allendale, Bamberg, Barnwell, Calhoun, Chester, Clarendon, Fairfield, Kershaw, Lancaster, Lee, Lexington, Newberry, Orangeburg, Richland, Sumter, Union, York  
**1-866-445-6860** →

**SC Region 3:**  
 Beaufort, Berkeley, Charleston, Chesterfield, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Hampton, Horry, Jasper, Marion, Marlboro, Williamsburg  
**1-866-445-9954** →

## South Carolina HealthCare Facilities Outreach Map



[Georgette.Alford@modivcare.com](mailto:Georgette.Alford@modivcare.com)

864-999-8782

[Dayna.Jackson@modivcare.com](mailto:Dayna.Jackson@modivcare.com)

843-468-1250

# CONTACT INFORMATION

## Region 1

Reservation Line: (866) 910-7688

Ride Assist Line: (866) 910-7689

## Region 2

Reservation Line: (866) 445-6860

Ride Assist Line: (866) 445-9962

## Region 3

Reservation Line: (866) 445-9954

Ride Assist Line: (866) 445-9964

## South Carolina Office

1 Independence Pointe, Suite 212

Greenville, SC 29615

## Toll Free Numbers

Administrative Line: (866) 910-7684

Provider Assist: (866) 910-7690



## TAKE THE EASY ROUTE TO YOUR NEXT APPOINTMENT

Did you know ModivCare will provide you with bus or train tickets to travel to your medical appointments?

- Travel on your own schedule! **No more waiting** for your driver.
- Members with multiple appointments will receive a **monthly bus pass** that can be used for **unlimited rides**.

Do you have members interested in this option? If so, indicate your interest when submitting a Standing Order or using Tripcare. You can contact us with any questions (1-866-252-1566).

# In-State Process

- SC Medicaid offers ancillary services (meals and lodging)
- A completed medical request for overnight stay or a request on the medical facility letter head is sent over with the member information to the [scancillary@modivcare.com](mailto:scancillary@modivcare.com) shared mailbox.  
[\\Lsatcocluster\home\SHEANETTE.MOORE\MUSC Ancillary Meeting\Medical Request for Overnight Stay\\_FILLABLE.pdf](#)
- Once received the ancillary agents will review the information. If they need additional information, they will reach back out to the social worker who submitted the requested.
  - Examples: Dates of traveling/email address/ mailing address/who will be traveling with the member/if the member will need lodging or staying at the RMDH
  - Transplant members will have an escort to travel; if more than one escort a letter will be required to advise the medical reason member will need more than one escort and it will be placed on the member account.



# Ancillary Contacts

- Amanda James – Ancillary Coordinator
  - 866-910-7684 – x2313
- Sheanette Moore – SC/NC Exception Supervisor
  - 866-910-7684 – x2342
  - Cell Phone – 864-918-8568
  - [sheanette.moore@modivcare.com](mailto:sheanette.moore@modivcare.com)
- Celeste Crocker – Director of Provider Relations
  - 866-910-7684 – x2202
  - Cell Phone – 864-448-0930
  - [celeste.crocker@modivcare.com](mailto:celeste.crocker@modivcare.com)



# Questions