

Modivcare is the New Transportation Vendor for Florida Blue Medicare Advantage D-SNP Members

Florida Blue appreciates the care providers give to our members, including assisting patients who need help getting to their medical appointments. In 2024, **Modivcare** will be available to provide transportation to Florida Blue Medicare Advantage Dual Eligible Special Needs Plan (D-SNP) members through a ride-scheduling service. This is specifically for D-SNP members who get unlimited, one-way, non-emergency medical transportation (NEMT) to approved locations as part of their benefits.

This service is provided by Modivcare for approved locations, including in-network providers, medical diagnostic or therapy facilities, pharmacies, gyms, grocery stores, Florida Blue Centers, and dental, hearing or vision providers. Transportation services will be available 24/7, every day of the year, including holidays.

Modivcare will begin accepting ride reservations for 2024 starting December 13, 2023. Reminding D-SNP members of this service is helpful. Here are more details you can share with your patients:

- **For standard ride reservations**, D-SNP members can call Florida Blue Transportation Service (Modivcare Reservation Line) at **1-855-875-5194** Monday through Friday, from 8 a.m. to 5 p.m. ET. Members must make a reservation at least three business days in advance of their appointment.
- **For same-day or next-day ride coordination**, members can call Modivcare Ride Assist (Where's My Ride?) directly at **1-855-875-5195**. With this service, members can request a ride for last-minute, urgent reservations, such as discharges or facility transfers. They can even add a trip to a pharmacy, laboratory, or radiology facility for a service prescribed during an authorized appointment.

Additional Information to Share with Our D-SNP Members

We are providing additional points you can share with your patients if they need assistance.

- Each trip is considered a one-way request. Members need to schedule **two rides** with Modivcare if they need transportation **to and from** the provider's office.
- Patients will be picked up within 30 minutes of the scheduled time at the originating location or the provider location.
- For standard rides, reservations can be made up to 30 days in advance and standing transportation orders can be scheduled for 90-day periods.
- Please encourage your patients to be ready for their scheduled pickup time. Drivers may only wait five to 10 minutes after the scheduled pickup time.
- Members can also check their current ride status, change, cancel, or schedule a will-call return trip when the patient is unsure how long their appointment will last by calling the "Where's My Ride?" number at 1-855-875-5195.
- Trips over 50 miles one way and out of the service areas/state require prior authorization or escalation. Modivcare will request this from the Florida Blue D-SNP Unit Authorization and Escalation department.