

## Medicaid Transportation

Age Requirements

No Age Requirement

Other Eligibility Criteria

Contact the local Department of Social Services for more information and to determine Medicaid eligibility or visit the website at [commonhelp.virginia.gov](http://commonhelp.virginia.gov) to apply for Medicaid benefits online.

Intake Process

Make a reservation on this website or call the NEMT reservation line at 1-866-386-8331 at least five business days prior to the scheduled medical appointment.

Verifiable urgent trips, like a follow-up appointment or sudden, non-life-threatening illness, may be reserved with less than five business days' notice. Call 866-246-9979 to cancel an existing reservation or with questions.

Provider Refer

Yes

Self Refer

Yes

ModivCare

<http://transportation.dmas.virginia.gov/Contact-Us>

<http://transportation.dmas.virginia.gov/Contact-Us>

<https://www.facebook.com/MODIVCare>

Main

(866) 810-8305

Toll-Free

(866) 386-8331

7443 Lee Davis Road, Suite 200

23111 VA

United States

Additional Availability Comments

The reservation desk is available 24/7/365 online or through the App.

Fee Structure

Fee Range

Payment Method(s)

Private Pay

,  
Medicaid  
Languages Spoken  
English

ModivCare, formerly LogistiCare, provides non-emergency medical transportation (NEMT). NEMT is the transportation of a Medicaid member to a non-emergency Medicaid covered service. NEMT is not transportation where emergency services are required. Members should dial 911 if an immediate response is needed for emergencies or worsening conditions that threaten life or limb.

For Medicaid Travel non-emergency reservations, please call 1-866-386-8331; for Medicaid travel general information, please call 1-866-810-8305, extension 2604. To make a reservation for Fee for Service Medicaid, call 1-866-386-8331 or go online to <https://member.logisticare.com>. Information required includes a member identification number, pickup address, a destination address, date and time of appointment, return time (if known), and member telephone number.

The type of transportation available to members will depend on their location and condition but may include: public transit, volunteer driver, gas reimbursement, car, van, taxi, wheelchair transport, stretcher van, and non-emergency ambulance. Members who live near a bus line can request bus tickets or tokens. Bus tickets or tokens will be provided at no cost for an escort to accompany the member. Buses are wheelchair accessible. Call the reservation line at 866-386-8331 for details.

Service Area(s)  
Statewide