

# Quality Patient Transportation = Positive Health Outcomes

SUPPORT CHPIV MEMBERS' ACCESS TO CARE WITH MODIVCARE™



*Modivcare is Health Net\* and Community Health Plan of Imperial Valley's (CHPIV's) contracted provider for non-emergency and non-medical transportation services. The tech-enabled health care company improves CHPIV members' access to care, helping them live healthier lives.*

## What services does Modivcare provide?

- Non-emergency medical transportation (NEMT): gurneys, wheelchair vans, litter vans and ambulance.
- Non-medical transportation (NMT): mileage reimbursement (member cannot be the driver), rideshare, taxis, sedans and other types of public/private transport.

## What is included with Modivcare?

- NEMT and NMT for CHPIV members assigned to shared-risk and fee-for-service participating physician groups (PPGs).
- NMT for all CHPIV members regardless of PPG risk.
- Unlimited trips.

**Note:** A Physician Certification Statement (PCS) is required for NEMT services.

## How do I arrange transportation services with Modivcare?

Refer to the table below to request transport for members through Modivcare. Providers can also request routine transports online at [tripcare.modivcare.com](http://tripcare.modivcare.com). Call Modivcare directly for urgent service requests.



Transport type	Advance notice	Contact information
Rideshare curb-to-curb	"Real time," defined as 1 hour within the request	855-253-6864 Monday-Friday, 7 a.m.–7 p.m.
NEMT	48 hours	
NMT	24 hours	
Mass transit	5 days	
Urgent services (e.g., dialysis, chemotherapy and discharges)	Up to 4 hours to arrange	866-529-2128 24 hours a day, 7 days a week