

# Your Patients Can Get a Ride to Their COVID-19 Vaccine

## How can members arrange a ride?

Refer to the chart below for transportation coverage by plan type and contact information for member's to arrange a ride through ModivCare to a health care office or facility, hospital, or pharmacy.

- Rides to and from mass public vaccination sites are not eligible.
- Drivers are not able to wait with the member in line to get the vaccine.

Plan	Covered/ Not covered	Contact number to arrange a ride
<b>Medicare Advantage plans:<sup>1</sup></b> <ul style="list-style-type: none"> <li>• Amber I, Amber II and Amber II Premier</li> <li>• Jade</li> <li>• Gold Select</li> <li>• Sapphire, Sapphire Premier and Sapphire Premier II</li> <li>• Ruby Select</li> </ul>	Covered	<ul style="list-style-type: none"> <li>• <b>866-779-5165</b> (for reservations to appointments)</li> <li>• <b>866-779-5229</b> (for reservations for return rides back from appointments)</li> </ul>

<sup>1</sup>Refer to member's identification card for Medicare Advantage plans.



## Advance notice plan requirements

Members must call ModivCare (at the phone numbers noted by plan on previous page) in advance to arrange a ride to and from COVID-19 vaccine appointments. Prior authorization is **not** required. Refer to the chart below for advance notice plan requirements.

Service type	Service examples	Advance notice
<b>Non-emergency medical transportation</b>	<ul style="list-style-type: none"> <li>• Gurneys</li> <li>• Wheelchair vans</li> <li>• Litter vans</li> </ul>	Call 72 hours in advance <sup>2</sup>
<b>Non-medical transportation</b>	<ul style="list-style-type: none"> <li>• Taxis</li> <li>• Sedans</li> <li>• Rideshare</li> <li>• Other types of public/private transport</li> </ul>	Call 48 hours in advance <sup>2</sup>

<sup>2</sup>Refer to the phone numbers above.

## Return rides

Return rides for all reservations will be scheduled for one hour after the set appointment time for the vaccine. If the member is ready earlier or the appointment is taking longer than an hour, they will need to call back to schedule a return ride.