



One Care Implementation Council



United
Healthcare

December 10, 2024

Agenda

- Vendor - Modivcare
- Transportation Benefit
- Assessing Transportation Needs
- Member Experience

Transportation Vendor - Modivcare

**Ride easier
with
Modivcare**



Your routine transportation benefit includes:



Curb-to-curb service, including wheelchair-accessible vans on request



You and one companion, 18 or older, can ride along with you

- Members can book a trip by phone or online or through the Modivcare application
- Modivcare offers a Ride Assist Helpline for members to escalate any issues or request specific assistance
- Care Coordinators support with setting up rides and troubleshooting issues as they arise



Transportation Benefit

Authorization is not required for:

- Unlimited Non-Emergency Medical Transportation
- Eight one-way Non-Medical Transportation trips per month



Medical

- Trips to Pharmacy
- Recurring Dialysis
- Recovery Support Groups
- Recovery Learning Centers
- Independent Living Centers
- Medication Assisted Treatment
- Wheelchair repair



Non-Medical

- Grocery Store
- Community events and religious activities
- Visiting with Family
- Gym
- Banking/Financial





Assessing the need

During our comprehensive assessment, Care Coordinators support members in identifying transportation needs



Care Planning Process

The Care Coordinator supports the member in developing goals to address transportation barriers



Confirming the Ride

Members can call, go online or use a mobile application to schedule, cancel and track rides

Care Coordinators can assist members with setting up rides



Follow up

Care Coordinators provide members with information about how to use Modivcare
Care Coordinators assist with troubleshooting issues the day of the ride as needed



Member Experience

- What is working well?
 - Mobile application
 - Care Coordinator supporting members with scheduling
 - Member exceptions for last minute transportation and trips out of area

- Frustrations
 - Last minute transportation (2 business day notice requested)
 - Limited number of drivers in remote areas

- Best Practices
 - No authorization required
 - Scheduling recurring transportation all at once
 - Coordinating the same vendor for recurring trips



Thank You