

Quality Patient Transportation = Positive Health Outcomes



SUPPORT CHWP PLAN MEMBERS' ACCESS TO CARE WITH MODIVCARE™

Modivcare is California Health & Wellness Plan's (CHWP) contracted provider for non-emergency and non-medical transportation services. The tech-enabled health care company improves CHWP 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 all CHWP members.
- Unlimited trips.

Note: A Physician Certification Statement is required for NEMT services.



(continued)

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. Call Modivcare directly for urgent service requests.

Transport type	Advance notice	Phone number and hours
Rideshare curb-to-curb	“Real time,” defined as within 1 hour of the request	877-658-0305 Monday-Friday, 7 a.m.–7 p.m.
NEMT	48 hours (A Physician Certification Statement is required for NEMT services.)	
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