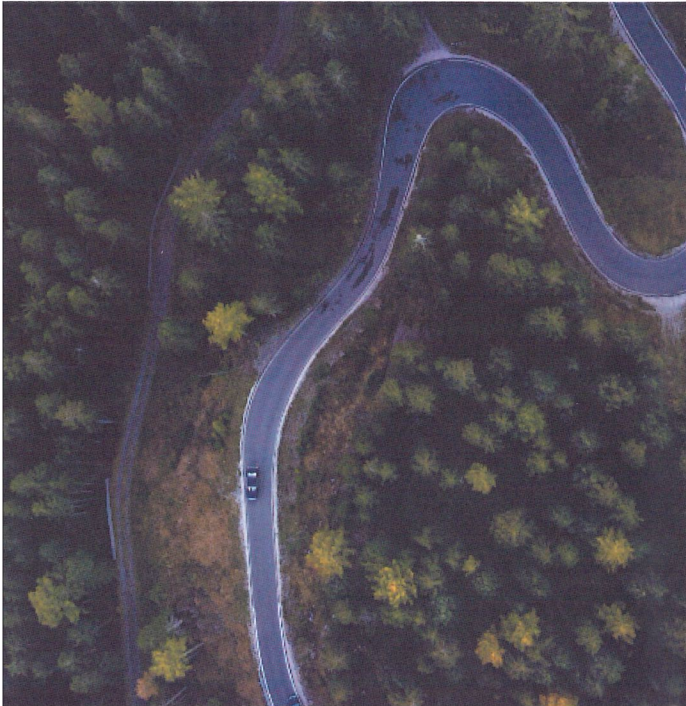
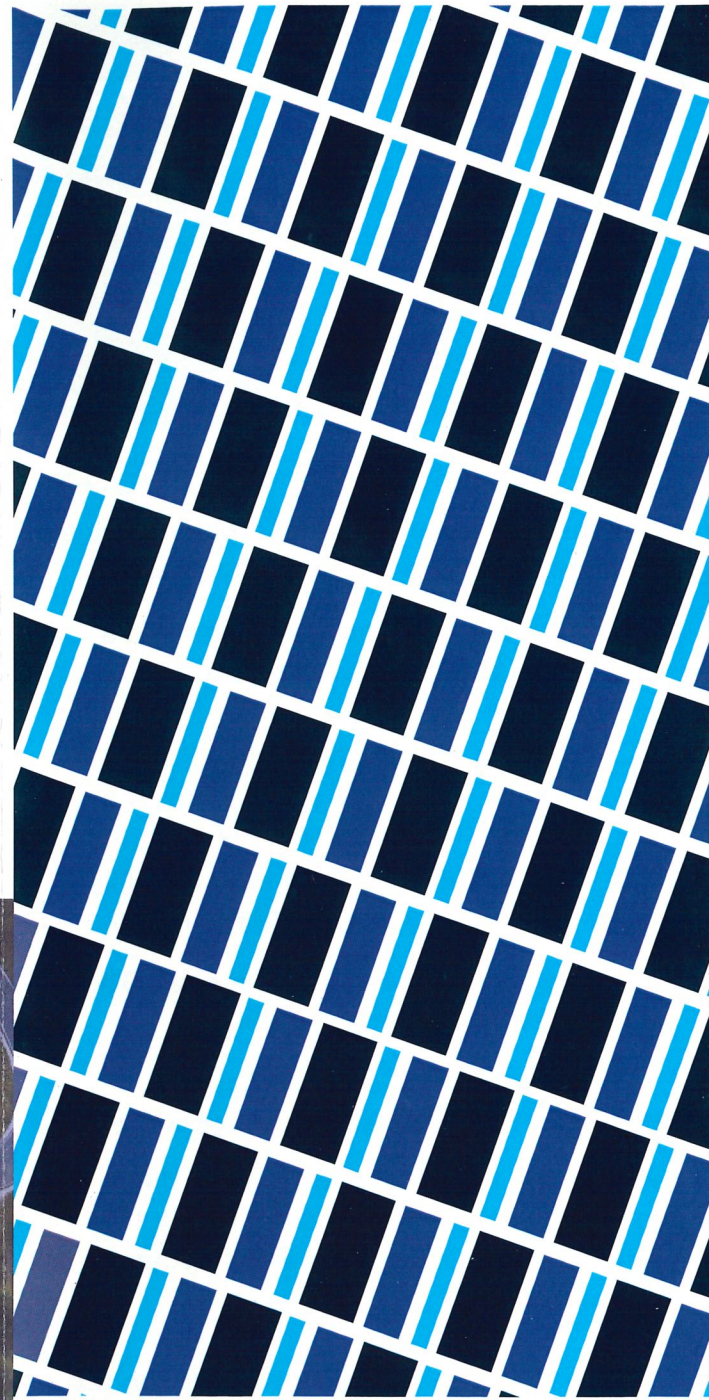


# What is Routine Transportation?

Access to NEMT Routine Transportation is a benefit of your health plan and is designed to help you get to your:

- medical and dental appointments,
- pharmacy to pick up medication
- and, ongoing care such as dialysis.

Modivcare manages Routine Transportation for HealthTexas Primary Care Doctors and their Medicare Advantage patients. Call to schedule a ride today, and a Modivcare representative will be happy to assist you!



## How to Access Routine Transportation



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Benefit Year 2025

# Routine Transportation

Available transportation will depend on your location and condition and may include:

- Car, vans, taxi or rideshare service
- Wheelchair lift-equipped vehicle

There is no additional cost for this service beyond the current health plan. However, there may be a limit to the number of trips a member can take annually. A trip is considered one way; a round trip would be two trips.

Please contact your HealthTexas Primary Care office to determine how many trips are included in your plan.

This is a curb-to-curb service. Drivers are not allowed to enter a member's home or medical facility. Drivers are required to wait at most 10 minutes past the scheduled pick up time.

## What Members Can Expect from Modivcare:

- Protected personal & medical info
- Courteous drivers
- Professional service
- On-time transportation

Scan QR code  
or call to make  
a reservation



**1-866-435-9357**

Member Reservation Number

## Ride Assist 1-866-435-9358

Call this number if transportation is arriving late or to schedule a ride from a facility.

You or the member may also schedule a ride online at **MyModivcare.com**

## Hearing Impaired TTY 1-866-288-3133

Call for reservations to and from a facility or for assistance if transportation is late.

For medical emergencies please call 911. All telephone numbers are toll free.

**To make a reservation, call Monday through Friday, 8 am to 5 pm local time.**

Please call at least three business days in advance to make a reservation, but not more than two weeks before your appointment.

**Please have the following available when making your reservation:**

- Your member ID number
- Location name and address
- Pickup day and time

## FAQs

**Who can call to arrange my transportation?** A member, a relative, caregiver, or medical facility staff member.

**Wheelchairs?** Member must supply their own wheelchair.

**Is there a mileage limit?** Yes. The maximum one way mileage depends on your plan benefit.

**Where can I go?** Any facility or destination covered or approved by the member's health plan.

**What if my appointment is cancelled or rescheduled?** Please call as soon as you're able and let Modivcare know the change in schedule, ideally at least one day before the scheduled pick up time.

**What if I have a complaint?** Please contact Modivcare through your **Ride Assist Help Line Number at 1-866-435-9358. (Hearing-impaired members can call: TTY 1-866-288-3133)**

**What if I'm unsure of the time of my return trip?** If you are not sure when your appointment will end, please call the **Ride Assist Help Line Number at 1-866-435-9358 (Hearing-impaired members can call: TTY 1-866-288-3133.)** to make arrangements following your scheduled appointment. Transportation will generally arrive within an hour.