Overview

You can use this routine transportation to get to and from your medical appointments such as visits to your doctor, dentist, urgent care centers, and to receive ongoing care like dialysis.

Depending on your location and health condition, types of transportation include:

- Car, van, taxi
- Mileage reimbursement for when you use your own vehicle
- Wheelchair vehicle
- Basic life support vehicle
- Mass transit

How do I reach ModivCare?

You can reach ModivCare to schedule rides and ask questions at **1-877-714-6885 (TTY: 711)**

When can I make a reservation?

Reservations can be made **Monday – Friday**, from **8:00 a.m. to 5:00 p.m.** Eastern Standard Time. Remember you can schedule your return ride at the same time.

What if I have questions?

ModivCare is available **24/7** to answer member transportation inquiries at the number listed above.

Who can make a reservation?

You, a relative, caregiver, or medical staff member can call to arrange your transportation.

To schedule a reservation, you will need to have the following information

- ✓ Member's health plan ID number
- ✓ Appointment day and time
- ✓ Name, address and phone number of medical facility
- ✓ Pick-up time and location

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Elderplan is proud to have you as a member and is happy to offer you this valuable benefit.

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Elderplan/HomeFirst complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
If you speak a non-English language or require assistance in ASL, language assistance services, free of charge, are available to you. Call 1-800-353-3765 (TTY: 711)
Elderplan/HomeFirst cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-353-3765 (TTY: 711).
Elderplan 遵守適用的聯邦民權法律規定，不因種族、 膚色、民族血統、年齡、殘障或性別而歧視任何人。注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致 電 1-800-353-3765 (TTY: 711) 。

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Non-Emergency Transportation

For **Elderplan Flex (HMO)** members who have chosen **no cost** transportation to medical appointments and urgent care centers as your Select Extra.

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Frequently Asked Questions

What is the ModivCare Transportation Help Line number?

The number is **1-877-714-6885 (TTY: 711)**

What If My Appointment Is Cancelled, Rescheduled or Running Late?

Please call the Transportation Help Line immediately and let ModivCare know the change in your schedule, ideally at least one hour before your scheduled pick up time. Your courtesy allows us to better serve other members.

What If I'm Unsure of the Time of My Return Trip?

If you are not sure when you will be finished with your appointment, please call the Transportation Help Line at **1-877-714-6885** to make arrangements following your appointment. (For hearing impaired members, please call 711.) Please have the address where you need to be picked up available. Transportation will arrive within 90 minutes.

What if my transportation does not arrive on time or I have any other complaints?

You must call ModivCare if you are experiencing any delays with transportation (greater than 10 minutes). Please contact the Transportaton Help Line if your transportation is running late of if you are not satisfied.

Need Routine Transportation?

Here is some helpful information you'll need to know when scheduling transportation for medical appointments such as annual checkups, vaccinations and screenings:

For routine reservations please call at least 3 business days in advance of your appointment.

Where can I travel to? Transportation can be to any in-network facility that offers health care services within New York.

Need to go to an Urgent Care Center?

ModivCare provides transportation to Urgent Care Centers. Please remember that urgent care centers are meant for minor or non-threatening conditions like fever, cold, flu, frequent or painful urination, nausea, vomiting, diarrhea, or dehydration.

For transportation to Urgent Care Centers call 90 minutes in advance of pickup. Please have the urgent care center location ready when booking your trip.

Locations: Transportation can be to in-network Urgent Care Centers in New York. Please have the urgent care center location ready when booking your trip.

Need to go to an Emergency Room?

If you are experiencing life threatening conditions such as chest pain, shortness of breath, loss of consciousness or poisoning and need assistance right away, CALL 911 immediately.

Program Rules

Additional Passengers: You can be accompanied by one additional passenger.

Wheelchairs: Wheelchairs must be supplied by the member. If you use a wheelchair please let ModivCare know.

Trip/Mileage Limits: You are eligible for 48 one-way trips annually. There is no limit to the mileage within the Elderplan service area. As a reminder only trips to medical/dental appointments are covered under this benefit.

Curb To Curb Service: Drivers are not allowed to enter a member's home or medical facility.

Wait Time: Drivers are only required to wait 10 minutes past the scheduled pick up time. Please be ready.

Download the ModivCare App to

1. Manage your schedule
2. Book and Edit rides
3. See driver's location

Download on the App Store | GET IT ON Google Play

For APP Support / Assistance call : 1-866-402-5752.