What is ModivCare?

ModivCare (formerly known as LogistiCare) is the nation’s largest manager of non-emergency medical transportation. Some Alliance members can use ModivCare for up to four round-trip rides to attend behavioral health outpatient appointments and to collect prescription medications from a pharmacy.

How Does it Work?

Social workers and behavioral health providers can call the Alliance Access and Information Line to schedule a ride. Social workers can also work with their Alliance hospital liaisons to schedule. Access coordinators and clinicians will assist members scheduling an appointment through the Alliance Access Line. Drivers will pick up a member at their home, take them to their appointment or pharmacy, and bring them home in a timely manner.

Who Can Use ModivCare?

Alliance members can use ModivCare for transportation upon discharge from a hospital or a facility-based crisis unit to attend behavioral health outpatient appointments or to collect prescription medications from a pharmacy. Members who call the Access Line to engage in initial behavioral health services will be offered the transportation option for routine and urgent needs. Members are currently allowed up to four-round trip rides per year, although exceptions may be made in rare instances as determined by Alliance staff.

How to Schedule a Ride

Call the Alliance Access and Information Line at 800-510-9132 to schedule a ride. Facility social workers may also contact their Alliance hospital liaison for assistance. Rides should be booked at least one day in advance.

For questions or concerns about other services allowed and/or those in your provider contract, please contact your Provider Networks Specialist.

The information presented by Alliance Health above is for informational purposes only. It is not intended for use in lieu of State guidelines or service definitions nor is it to be used to guide individualized treatment. Please refer to your Medicaid contract for additional details.