



# NETWORK *Notification*

**Notice Date:** January 26, 2022  
**To:** Ohio Medicaid & MyCare Providers  
**From:** CareSource  
**Subject:** Transportation Scheduling Available Through Portal  
**Effective Date:** January 1, 2022

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## **Summary**

Do you currently schedule transportation for your patients? CareSource is pleased to announce the launch of an online portal to schedule transportation for CareSource members. Effective Jan. 1, 2022, you can quickly and efficiently assist members with scheduling transportation through the online portal.

CareSource provides transportation for our Medicaid and MyCare members to covered health care services. Members can also get rides to Women, Infants and Children (WIC) appointments and redetermination meetings at the County Department of Medicaid.

Each Medicaid member can receive up to 30 one-way or 15 round trips per calendar year. For MyCare members who also have CareSource managing their Medicare benefit, each member can receive up to 60 one-way or 30 round trips per calendar year.

If a Medicaid or MyCare member must travel 30 miles or more from their home to receive covered health care services, CareSource will provide transportation.

## **Impact**

We know you want an easy and efficient way to assist members with scheduling transportation to ensure they have a safe and reliable way to make it to their medical appointments. This tool was designed with you in mind the help simplify the transportation scheduling process. We hope our transportation benefit will continue to help your patients keep their scheduled appointments and reduce the access to care barrier.

## **Questions?**

For more information on how to register for the online portal, please email [transportationportalaccess@providearide.com](mailto:transportationportalaccess@providearide.com).

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