



NETWORK *Notification*

Notice Date: April 30, 2021
To: Ohio Medicaid and MyCare Providers
From: CareSource
Subject: New Transportation Vendor
Effective Date: May 1, 2021

Summary

Effective May 1, 2021, CareSource will provide Medicaid members transportation services through vendor Provide A Ride. Members can continue to use ModivCare (formally LogistiCare) until April 30, 2021.

To arrange transportation for CareSource Medicaid or MyCare members, you can call Provide A Ride's Facility Line 1-833-297-3064 (TTY 711). Medicaid members should continue to call Member Services 1-800-488-0134 (TTY 711) to schedule rides. MyCare members should continue to call Member Services 1-855-475-3163 (TTY 711) to schedule rides.

To arrange transportation for CareSource members, you can call Provide A Ride's Facility Line 1-833-297-3064 (TTY 1-800-750-0750). Members should continue to call Member Services 1-800-488-0134 (TTY 1-800-750-0750) to schedule rides.

Importance

CareSource provides transportation for our Medicaid & 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 manage their Medicare benefit, they 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.

We hope our transportation benefit will continue to help your patients keep their scheduled appointments and reduce this access-to-care barrier.

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