



# Do You Struggle to Find Transportation to Your Medical Appointments?

## Transportation Resources

If you have transportation needs, there may be local transportation providers who can assist. Below is a list of Mass Transit Providers in our area and the primary counties they serve.

NAME	COUNTY/LOCATION	NUMBER
Jackson County Mass Transit	Jackson County	618-549-0304
Monroe Randolph Transit District	Monroe, Randolph, & St. Clair counties	618-443-9087
Rides Mass Transit/Rides Plus	Gallatin, Hamilton, Hardin, Pope, Saline, Williamson, & White Counties	618-993-1900
Shawnee Mass Transit	Alexander, Johnson, Massac, Pulaski, Union Counties	618-658-8380
South Central Transit	Clinton, Franklin, Jefferson, Marion, Perry, & Washington Counties	1-800-660-0733
First Transit/Trans Development	State-Wide. Service for Medicaid Patients Only.	1-877-725-0569

**Make sure you have the following information available before calling:**

- Member ID
- Pick-up and drop-off addresses
- Number of people traveling with you
- Reason for transportation request
- Date and time of medical appointment

**Once your transportation is scheduled, you should receive a call to confirm all the details of your transportation. This includes:**

- Time of pickup
- The name and location of your doctor
- Type of transportation
- The name of transport provider
- Call at least 3 business days before your medical appointment to schedule your ride

# MEDICAID TRANSPORTATION

*\*If you have Medicaid or other insurance coverage, look on the back of your card for a number to call. They may be able to assist in arranging transportation, or you may be eligible for gas mileage reimbursement to and from medical appointments.*

**\*Most insurances require 3+ business days advance notice.**

NAME	NUMBER	HOURS
Aetna (MMAI)	1-888-513-1612	Call Center Hours: 7am-9 pm M-F 9:30am - 6pm Sat.- Sun.
Blue Cross Blue Shield (MMAI)	1-877-831-3148 (TTY:2) 1-877-723-7702 (Member Service)	Call Center Hours: 8am - 6pm M - F
Humana (MMAI)	1-855-253-6867	Call Center Hours: 24/7 M-F
Meridian (MMAI)	1-844-299-6238 (TTY:711) 1-855-580-1689 (Member Services)	Call Center Hours: 7am-9 pm M-F 9:30am - 6pm Sat.- Sun.
Molina (MMAI)	1-844-644-6353 (TTY:711)	Call Center Hours: 24/7
Aetna (MCO)	1-866-329-4701 (TTY:711) 1-866-913-1441	Call Center Hours: 24/7
Blue Cross Community (MCO)	1-877-831-3148 LogistiCare 1-844-544-1393 (TTY/TDD 711)	Call Center Hours: 7am-9 pm M-F 9:30am - 6pm Sat.- Sun.
Meridian (MCO)	1-866-796-1165	Call Center Hours: 24/7 M-F
Molina (MCO)	1-844-644-6354 (TTY:711)	Call Center Hours: 7am-9 pm M-F 9:30am - 6pm Sat. - Sun.




For more information visit:

<https://www.hsidn.org/transportation-resources>



## HAVE ILLINOIS MEDICAID INSURANCE AND NEED RIDES TO MEDICAL APPOINTMENTS?

If you have regular Illinois Medicaid or are unsure which Medicaid provider you have, call First Transit at 877-725-0569 for assistance.

	<p><b>IF YOU HAVE BLUE CROSS/ BLUE SHIELD or AETNA YOU WORK WITH MODIVCARE TO BOOK YOUR RIDES.</b></p>	<p><b>IF YOU HAVE MERIDIAN, MOLINA, AETNA, OR HUMANA YOU WORK WITH MTM TO BOOK YOUR RIDES.</b></p>
<p>BOOK ONLINE OR THROUGH A PHONE APP</p>	<p>Schedule and manage your trip on your computer or smart phone through the MODIVCARE portal at <a href="http://www.mymodivcare.com/book-now">www.mymodivcare.com/book-now</a></p>	<div style="text-align: center;">  <p>Download the <b>MTM Link app!</b> <i>Book Your Rides from Your Phone</i></p> </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <div data-bbox="899 772 1130 842">  </div> <div data-bbox="1166 772 1406 842">  </div> </div> <p>The MTM Link Member mobile app offers similar services to the <u>web-based Member Portal application</u> (<a href="https://www.mtm-inc.net/mtm-link/">https://www.mtm-inc.net/mtm-link/</a>).</p> <p>You can manage your rides without ever calling MTM, with no need to wait on hold to speak to a representative. Things you can do through the app:</p> <ul style="list-style-type: none"> <li>• Request new rides</li> <li>• Cancel rides you no longer need</li> <li>• Request gas mileage reimbursement trips</li> <li>• Review details about your upcoming rides, including the status of your ride, the mode of transportation you will use, and your transportation provider's name and contact information</li> </ul>
<p>BOOK BY PHONE</p>	<p>Call the customer service number on the back of your insurance card. Aetna -MMCP (No Medicare) 1-866-329-4701 Blue Cross Blue Shield 1-877-831-3148</p>	<p>Call the customer service number on the back of your insurance card. Aetna – MMP (Medicare Primary) 1-888-513-1612 Humana 1-855-253-6867 Meridian 1-866-796-1165 Molina 1-844-644-6354</p>

\*\*You may also be able to obtain gas/mileage reimbursement from your insurance for going to your medical appointments. Call the number on the back of your card to learn more.