

## Medicaid Transportation

Prior to calling, make sure you have the following information available:

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

Company Name	Contact Information	Call Center Hours	Required Advanced Notice
IlliniCare Health	1-866-329-4701 (TTY: 711)	24/7	2 Business Days
Harmony Health	<b>1-877-248-1338</b> or 1-877-248-1338  People who are deaf or have a hard of hearing can get video relay chat: 1-855-628-7552	Monday–Friday 8 am - 5 pm Central Time  Monday–Friday 8 am - 5 pm Central Time	48 Hours
Molina	1-844-644-6354 (TTY: 711)	Monday–Friday 8 am - 5 pm Central Time	72 Hours
Meridian	1- 866-796-1165	Monday–Friday 8 am - 8 pm Central Time	2 Days *2 weeks for trips over 50 miles
Blue Cross Community	1-877-860-2837 (TTY/TDD 711)	24/7	3 Days

Some companies may ask questions regarding your transportation needs, such as:

- Do you own and drive a working car?
- Do you have a friend or family member who is able to transport you?
- Are you able to take public transportation?
- Are you able to walk from your door to the vehicle with little or no assistance?
- Do you use any devices, such as a walker, cane, wheelchair, etc.?
- Are you able to step into the vehicle, or do you require a lift?
- Do you normally travel alone, or do you require an attendant?

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

If you are having trouble arranging transportation, we may be able to assist. Please call us at 618-519-9200.