











Ohio's Managed Care Transportation Connection Resource Guide for Providers

				 <small>Affiliate of ProMedica</small>	
For Providers Only, <i>Members should use # on their ID card</i>	PROVIDER SCHEDULING LINE: 833-247-RIDE (7433), Option 1 7am – 7pm M-F				
Standard Scheduling Timeline	Trips must be scheduled 48 hours (2 business days) and up to 30 days in advance				
Same Day/Sick Visit Scheduling	Same day/sick visit trips available by calling scheduling line above; provider may need to confirm urgency				
30 One-Way Trips / 15 Round Trips Less Than 30 Miles	Available for all members, renews on an annual basis. <i>For appointments where there is no provider within 30 miles, trips do not count towards the benefit limit.</i>				
Additional Trip Limit Exceptions	Radiation, chemotherapy, dialysis, oncology, wound care, hospital discharges, urgent care; Additional Trips for Pregnancy (Prenatal, Post-Partum, NICU); 2-day scheduling timeline waived for kids under 1 year and organ transplant				
Approved Locations					
Medical/Dental/Vision/Behavioral Health Appointments, Hospital Discharge, DME, Urgent Care, Pharmacy, Benefit Assistance (WIC, Medicaid, Waiver Redetermination, Social Security), Health Education Classes (e.g. Diabetes, Hypertension), Centering and Parenting Classes (including Car Seat & Cribette classes), BCMH, Food Bank/Pantry, Pre-ordered Grocery Pick-Up, Immunizations					
Approved Transportation Choices					
Cab/Van, *Bus Pass, *Lyft and/or Uber Medical, *Mileage Reimbursement to driver/to member, Wheelchair Van <i>Please contact plan for medically-assisted and stretcher transport needs. *options may vary by location</i>					
Additional Contact Information					
				 <small>Affiliate of ProMedica</small>	
Plan Member Services for General Benefit Inquiries, Issues, Special Requests	1-866-246-4358 7am-7pm M-F	1-800-488-0134 7am-7pm M-F	1-800-642-4168 7am-7pm M-F	1-800-462-3589 7am-7pm M-F	1-800-895-2017 7am-7pm M-F
Ohio Department of Medicaid (ODM) Provider Hotline				1-800-686-1516	
Ohio Department of Medicaid (ODM) Member Hotline				1-800-324-8680	