Ensuring Transportation for Medicaid Patients

What Transportation Services Are Provided?

- Medicaid provides transportation to an appointment with a health care provider or for a health care service that is covered by MO HealthNet or MO HealthNet Managed Care.

Participant Rights

- You have the right to be treated with respect and dignity.
- You have the right to privacy.
- You have the right to exercise your rights without being worried about the way the transportation provider will treat you.
- You can file a grievance with the transportation provider. If you have a Managed Care Health Plan, you need to call your Plan to file a complaint.

How to Request a Ride

Participants have different contacts depending on the program they are enrolled in.

Call at least 3 business days in advance to request a ride. Same day rides may be available for certain types of appointments.

Missouri Managed Care Plans

Call your plan:

- United HealthCare Community Plan
  1-866-292-0359 (TTY 711)

- Missouri Care:
  1-800-695-5791
  (TTY 1-800-735-2966)

- Home State Health:
  1-855-694-4663
  (TTY 1-877-250-6113)

Concerns and Questions

Please fill out the form on the back and call Attorney Amanda J. Schneider at (314) 256-8768, email her at ajschneider@lsem.org or send via fax at 314-534-1028.
Are you having problems with your ride to medical appointments?

To share problems with your ride to medical appointments, please answer these questions and/or contact Attorney Amanda J. Schneider at ajschneider@lsem.org or (314) 256-8768 or Fax: (314) 534-1028

Your Name: ________________________________ Phone: ______________________

Please check this box if you are the healthcare provider. ☐

Who was the scheduled appointment for? (circle one)   Adult   Child   Pregnant Woman

Location of appointment: ________________________________________________________________

Date that you had a problem with transportation: _____________________________________________

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Who did you talk to on the phone?   ___Home State Health   ___MO Care   ___United Health Care   ___MTM
                                   ___Logisticare   ___Other: _______________________________

What information did you receive on the phone?
                                                                                      _________________________________________________________________
                                                                                      _________________________________________________________________

Put an X on the line next to all of the problems you had with your ride.

_____ I waited on the phone for a very long time
_____ I was treated poorly on the phone
_____ My driver was late
_____ My driver was too early
_____ My driver did not come
_____ I was not given enough information about my driver
_____ My driver was not given correct information about me
_____ My driver was rude and/or inappropriate
_____ My driver was not accommodating to safety devices (like car seats)
_____ There were other people in the car and I was supposed to have my own car
_____ I was told I could not have a ride because I did not call early enough
_____ I needed a car but was only given a bus pass
_____ I was given NO transportation at all
_____ I was given NO transportation because of the location of my appointment
_____ I asked for a bus pass, but it arrived too late for me to use it
_____ I have been taking a bus because there are so many problems getting a ride to my appointment

Other problems:
                                                                                      _________________________________________________________________
                                                                                      _________________________________________________________________

Are you willing to share your story?   _____ Yes   _____ No

To discuss issues with your ride to medical appointments, please contact Attorney Amanda J. Schneider at ajschneider@lsem.org or via facsimile at (314) 534-1028.