

Health Plan Name	Member Contact numbers			Transportation Coverage/Policy			Provider Contacts		Additional Riders	Urgent Transportation contact	Complaint turnaround time	If a member misses his/her appointment due to the transportation company
	Customer Service No.	24 hour Access No.	How to access transportation	Contract	Routine	Urgent	Case Management contact	Provider Grievance and appeals contact				
BlueCaid	1-800-228-8554	1-800-228-8554	1-888-696-1222 Mobile Health Resources	To and from medical appointment and/or medical treatment. After an inpatient stay if no other transportation is available.	48 hours advance notice	Same day when possible, otherwise following day	Medical Management Marge Worth 248-799-6367	BlueCaid Customer Service toll free number 800-228-8554	Recommends just patient. Call ahead for exception/no fee charged. If child is 4'9" or under 8, patient must provide car seat for each child.	Member calls the Mobile Resource line 888-430-7517 (this is manned 24/7 by dispatchers)	Dispatcher will handle immediately and place note in member's file. If escalated complaint, member is transferred to the manager who will follow-up the same day. Documentation placed in member's file	If cab is running late, member is called and asked if they can still make the appointment if they are late; if not, they ask member to reschedule the appointment. The 48 hour rule is waived, and member will be transported to the next available appointment – even if it's the same day
CareSource	1-800-390-7102 (menu option)	1-866-206-0488 (Nurse Advice Line)	By calling CareSource CS line, or the transportation services directly at 1-866-712-1057	To and from doctor's appointments, including mental health and vision visits. Trips to the pharmacy for Rx fills, child birthing classes.	5 days-will accommodate 3 days	If possible, same or next day for urgent	Linda Dickinson (517) 706-6685	CareSource Customer Service toll free number	CareSource will cover an additional rider for an adult, and will provide transportation for dependents traveling with parent or guardian. CareSource transportation vendors do provide car seats.	Member should contact CareSource customer service or the transportation line.	Complaints are resolved at the time of call when possible, complaints that are not resolved within 3 days become a grievance.	Should contact CareSource to report a grievance. Grievances are addressed during the initial phone call if possible. Will be resolved within 30 days.
Great Lakes Health Plan	1-800-903-5253	1-800-903-5253	By calling 1-877-892-3995 transportation vendor (Access2Care)	To & from doctor visits, medical supply companies, dialysis clinics, health departments, MIHP, any family planning clinic, hospitals for non-emergency care, vision clinics	4 days for routine	Immediately if driver is available, but not guaranteed	GLHP Customer Service 1-800-903-5253	Olivia Holt 1-800-903-5253 (ext. 4207)	Transportation is available for the member ONLY unless the member is a child or an adult in need of assistance	Any transportation rep at Access2Care can handle urgent transportation needs or the member can call the GLHP Customer Service number and they will work with the transportation rep.	We use the same time frames that MDCH & OFIR mandate.	Any transportation rep at Access2Care can be called to handle these situations or call the GLHP Customer Service Number and we will work with the transportation rep.

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Health Plan of MI	1-888-437-0606	1-888-437-0606	Call Access To Care directly at 1-800-821-9369	To and from all scheduled medical appointments. Stop at pharmacy for rx fill is included with medical appointments. Also covered for Education classes, (Diabetes, Asthma, Childbirth, etc.). Transportation methods include: taxi, van, bus tickets and mileage reimbursement. Mileage reimbursement must be pre-arranged with Access-To-Care	5 days	Access to Care can accommodate same or next day appointments. Call 1-800-821-9369	Laurie Good at 313-324-3748 or 1-888-437-0606, ext. 1300	For complaints related to transportation, please contact Access to Care at 1-800-821-9369. Ask to speak with the Care Complaint Coordinator. You may also call HPM at 1-888-437-0606 and ask to speak with a Member Services Case Specialist.	Transportations is provided for an additional rider for adult members requiring assistance or for an adult accompanying a minor.	Access to Care can accommodate same day appointments. Please call 1-800-821-9369. Members may also call HPM's Member Services Dept. to request assistance with same day appointments. Please call 1-888-437-0606.	Transportation complaints are usually resolved at the time of the call. Complaints that are not resolved at that time follow HPM's formal grievance policy.	Member should contact HPM Member Services Dept. at 1-888-437-0606. They will assist the member with rescheduling the appointment and obtaining transportation.

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Health Plus Partners	1-800-332-9161	1-800-345-9956 option 5	To and from doctor's appointments, including mental health, vision, pharmacy, classes (child birthing or health education).	Cab service for ABAD, Seniors, and those determined medically necessary by their physician - 24 hours notice; Mileage vouchers, bus passes, your ride passes - 3-5 business days for mailing of passes	In a urgent situation a member can contact the HPP Customer Service Department at 1-800-332-9161 and request to speak with a Transportation Coordinator. Services can be accommodated usually the same day (depending on time of call) or the next day. Out of town (Ann Arbor or Detroit) transports will depend on vendor availability.	For Genesee Lapeer, Shiawassee Counties: Kim English 810-230-2033 or Michelle Roberts 1-810-230-2023 For Saginaw, Bay, and Tuscola Counties: Kay Salogar: 1-989-797-4003 or Cathie Moore 1-989-797-4006	HPP toll free Customer Service Line 1-800-332-9161	Providers can contact HealthPlus Provider Network Staff through HPP Customer Service at 1-800-332-9161.	Permitted only if it is a Mother with minor children or a needed caregiver for the member. This must be identified at the time the ride is scheduled.	Call HealthPlus Customer Service at 1-800-332-9161 and request to speak to a Medicaid Transportation Coordinator	Complaints pertaining to transportation are turned around within 24 hours unless it requires assistance from a provider to resolve which may add a day e.g. rescheduling an appointment to reschedule the transport.	The member should contact HealthPlus Customer Service and request to speak with Medicaid Transportation.
McLaren Health Plan	888-327-0671	MHP toll free Customer Service 888-327-0671	Members call MHP toll free Customer Service to arrange for transportation.	Transportation is available and is arranged for our members for covered health care services.	Transportation requests must be submitted at least 24 hours in urban areas and 48 hours in rural areas prior to the appointment.	Contact MHP toll free Customer Service at 888-327-0671 to request same or next day transportation needs.	MHP toll free Customer Service 888-327-0671	MHP toll free Customer Service 888-327-0671	We provide transportation for a guardian or minor. Car seats are provided by us. Some transport vendors do have them, especially the buses.	Members may contact MHP Customer Service at 888-327-0671 and ask to speak with Christine.	MDCH approved process.	As soon as possible. MHP toll free Customer Service 888-327-0671
Midwest Health Plan	1-888-654-2200	1-888-654-2200 seamless transfer to "Team Health" for after hour calls	Members call Midwest Health Plan, Customer Services dept to arrange for transportation	Transportation is arranged for trips to doctor and specialist appointments, mental health, vision, WIC and Pharmacy	At least 24 hours in advance. Arrangements for weekend and Monday appointments are made on Friday.	Usually same day or next day, by calling MHP Customer Services department and upon case by case basis	Septina Monroe, RN 1-888-654-2200 Prompt 2 OR 313-586-6054	Transportation vendors should send their appeals and grievances to Michelle Adams at 313-586-6020	We accommodate any valid needs for a caregiver to go with the member but these are approved ahead of time by Transportation Coordinator.	Member contacts Customer Services staff at 1-888-654-2200	Midwest follows MDCH and OFIR required process to handle all complaints	In this case the member should contact the customer service staff. Our staff will work with the doctor's office to adjust or reschedule ASAP.

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Molina Health Care	1-888-898-7969	1-888-898-7969	1-888-898-7969. Press 2 then 3 or or the transportation services directly at 1-888-229-2295	To and from doctor's appointments, including outpatient mental health visits covered by the health plan and vision services. Trips to the pharmacy for Rx fills, child birthing classes	4 days	Contact the health plan's Customer Service number to request same or next day transportation for urgent medical services	Sonja Rashed at 1-888-562-5442 ext. 155428 or Sharon Grimmet 1-888-562-5442 ext. 155338	Camille Adams at 1-248-925-1809	Yes additional family members will be transported. Transportation providers are required to comply with State law and provide car seats when needed.	Camille Adams at 248-925-1809 or Deborah Johnson at 248-925-1813	Grievances received by the transportation vendor will be documented, investigated and resolved within 14 business days of receipt. Grievances received by the plan will be documented and immediately forwarded to transportation vendor via web access for documentation, investigation and resolution.	Same day trip within 2-4 hours can be arranged when possible. Contact Camille Adams or Deborah Johnson. (Urgent Transportation Contacts)
OmniCare Health Plan	1-866-314-3784	1-866-711-OMNI (Nurse Line)	1-800-947-2133 (MTM Trans.)	Non-Emergent Transportation	3 days	Same day for urgent after appt. is verified.	Rochelle Tramble 313-465-1529	Gina Kendrick 313-465-1509	One adult or the member's children are allowed to be transported. Car seats are provided	The member can contact the transportation vendor, MTM (1-800-947-2133); however the urgent appointment will be verified before providing urgent (non-emergent) transportation.	Grievances = 30 days, Appeals = 30 days, Expedited Appeals = 72 hours	OmniCare's Customer Service will work with the member and provider the same day, if needed to assist in getting the appointment scheduled. Once the appointment is scheduled, MTM can arrange for regular or urgent transportation.

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PHP Mid MI	1-800-661-8299	1-800-661-8299 (after hours answering service for PCP, Eligibility, Nurse on call)	Members call PHPMM-FC, Customer Services Dept to arrange for transportation, or can leave a message on our transportation mailbox (checked frequently throughout the day/daily)	Covered Services: Medical, Mental Health (20 outpatient visits), Vision, Pharmacy	5 days	If possible, same or next day for urgent	PHPMM-FC Customer Service	5 days for Customer Service to notify the member, orally or in writing, that they have received the grievance after the grievance is filed; 30 calendar days from receipt of grievance to communicate to member orally or in writing the outcome of grievance.				
Priority Health Gov. Programs	1-888-975-8102	1-888-975-8102	Members can call 1-888-975-8102	Non -Emergent Transportation to and from doctor appointments	4-5 days notice	Member should call 1-888-975-8102 for transportation for Urgent Care Services. Priority Health will make every attempt to schedule same day pick-up or within 24 hours if Vendors are available.	1-888-975-8102	1-888-975-8102	Members must notify Priority Health when scheduling appointment to ensure availability	Tywanna Jones @ 1-888-975-8102	Complaints related to transportation are resolved within 24 hours.	If a member has missed his/her appointment due to the transportation company not showing up, the member, caregiver or MIHP representative should contact Tywanna Jones @ 1-888-975-8102 to get rescheduled.
ProCare	1-877-255-3055	1-877-255-3055 After hours calls are handled by AMBS Call Center	Members can call 1-877-255-3055	Non-Emergent Transportation to and from member appointment	72 hour notice	Member should call 1-877-255-3055 for transportation for Urgent Care Services. ProCare will make every attempt to schedule same day pick-up or within 24 hours.	Karen Mahone 313-267-0310	Will Washington 313-267-0311	Members must notify Pro Care when scheduling appointment to ensure availability	Member should call 1-877-255-3055 for transportation for Unrgent Care Services	Complaints related to transportation are resolved within 24 hours.	The member should contact Will Washington at 313-267-0311 or contact Member Services at 1-877-255-3055

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Total Health Care	1-800-826-2862	1-800-826-2862 (Care Coordination Assistance)	Members can call 1-800-826-2862 ext 408; or directly at 313-871-6408	To and from doctor and specialist appointments, including WIC appointments, mental health, vision, and health education classes.	4 days	In a urgent situation a member can contact the THC's UR Department at 1-800-826-2862 (option 4) and transportation can be accommodated usually the same day (depending on time of call) or the next day	Cassandra Gassaway 313-871-7864 Mae Martin 313-871-7898	Ernestine Greer 313-871-7889	Yes we cover 1 - 3 additional riders Car seats are provided however members, caregivers, or MIHP representatives MUST let vendors know (when scheduling) if a car seat is needed.	Cassandra Gassaway at 1-800-826-2862 x864, if unavailable please contact Mae Martin @ 1-800-826-2862 x 898	Our transportation company handles all complaints ASAP	If a member has missed his/her appointment due to the transportation company not showing up, the member, caregiver or MIHP representative should contact Cassandra Gassaway @ 1-800-826-2862 x864 to get rescheduled.

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UPHP	1-800-835-2556	1-800-835-2556 (Answering Service after hours for member PCP assignment only, no "Nurse On Call" service)	UPHP provides transportation through in-house system of volunteer drivers, buses, taxis, etc.	To and from doctor's appointments, including mental health (for 20 visit benefit, not CMH visits) and vision visits. Non-emergent travel to an authorized in-patient stay but not a return trip. Trips to the pharmacy for Rx fills, child birthing classes, MIHP appointments, WIC visits, health education classes.	5 days notice for driver assistance; less stringent for mileage reimbursement but we like to stick to 5 day notice.	UPHP will reimburse member for Urgent Care mileage if notified within 48 hours of visit; cannot provide same-day transportation assistance with a driver.	Della Slavsky 1-906-225-7792/1-888-904-7526	Melissa Holmquist 1-906-225-7769/1-888-904-7526	One adult with a child under 19 years of age. In some circumstances we pay for a caregiver to go with the member but these are medically necessary and are approved ahead of time by Transportation Coordinator. Car seats are not provided.	Transportation Coordinator, 1-800-835-2556. UPHP cannot provide rides other than taxi or bus (if available in the area) less than 5 days notice but will reimburse the member for a family member or friend to take them to urgent appointments, if they call us within 24 hours to let us know of the urgent appointment.	Complaints are resolved at the time of call when possible, complaints that are not resolved within 24 hppurs become a grievance.	Member or guardian of member if a child, would be responsible to reschedule the appointment and to reschedule transportation. UPHP needs a 5 day notice to provide a driver unless the member is in an area that has a taxi or bus service and in that case, same day transport would be available.