









# SCHEDULING PATIENT DISCHARGE TRANSPORTATION?

## Ohio Medicaid Managed Care Plan

### Non-Emergent Discharge Transportation Guide

<b>Quick Links</b>	
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<a href="#"><u>Facility Transportation Ph #'s</u></a>	<a href="#"><u>Health Plan Member Services Ph #'s</u></a>
<a href="#"><u>Covid-19 Transportation</u></a>	<a href="#"><u>FlexNet Information</u></a>

<b>Ambulatory &amp; Wheelchair Transportation</b>			
Patients who need assistance in obtaining curb-to-curb or door-to-door ambulatory taxicab / Lyft or non-assistant wheelchair van transportation please locate the Patient's health plan for hospital discharges below.			
			
855-421-0262		833-297-3064 *866-910-7680	866-910-7680






<b>ALS / BLS and Medically Assisted Transport</b>			
Patients who need assistance in obtaining medical transportation (ALS/BLS) or medically assisted wheelchair van, including door-through-door service please locate the Patient's health plan on how to schedule below.			
			
please go to <a href="#"><u>Buckeye Provider Online Directory</u></a>	please go to <a href="#"><u>Molina Provider Online Directory</u></a>	go to <a href="http://my.Paramount.org"><u>my.Paramount.org</u></a> Provider Directory or Call Your Preferred ALS/BLS Vendor	833-297-3064 *866-910-7680
			866-910-7680






\*Counties: Adams, Brown, Butler, Clermont, Clinton, Fayette, Gallia, Greene, Hamilton, Highland, Jackson, Lawrence, Meigs, Montgomery, Pike, Preble, Ross, Scioto, Vinton, Warren

### Have the following Patient Information Available When Scheduling:

- Member Name, DOB, Member ID #
- Time Requested for Pick-Up
- Pick-up Address (including room# for medically assisted trips)
- Facility contact name and call-back #
- Drop-off Address & member contact #
- Required Mode of Transportation: Cab/Sedan/Van, Wheelchair Van, ALS or BLS
- Any Special Instructions or Accommodations (oxygen, car seat, cane/crutches, etc.)

## Follow-Up Appointments:

Patient / Member Resources for Transportation					
					
<b>Member Transportation Scheduling Line:</b>	866-246-4358	866-642-9279	866-837-9817	800-488-0134	800-269-4190
	M - F 8A - 5P	M - F 7A - 7P	M - F 7A - 7P	M - F 7A - 7P	M - F 7A - 7P
	Certain trips, such as discharges, may be arranged outside the standard call center hours. Trips should be arranged 48 hours in advance; however, as a provider, you may schedule same / next day trips for members via the scheduling line. Patient's are responsible for all DME, car seat / booster. Please refer to website for more information on benefits & destinations.				
<b>Website for More Information</b>	<a href="http://Buckeyehealthplan.com/members/medicaid/benefits-services.html">Buckeyehealthplan.com/members/medicaid/benefits-services.html</a>	<a href="http://Molinahealthcare.com">Molinahealthcare.com</a>	<a href="http://ParamountHealthCare.com/Medicaid">ParamountHealthCare.com/Medicaid</a>	<a href="http://Caresource.com/oh/plans/medicaid">Caresource.com/oh/plans/medicaid</a>	<a href="http://Uhcommunityplan.com">Uhcommunityplan.com</a>

Health Plan Member Services					
					
<b>Member Services 7a-7a M- F</b>	866-246-4358	800-642-4168	800-462-3589	800-488-0134	800-895-2017
<b>Member Online Portal</b>	<a href="http://BuckeyeHealthPlan.com/login">BuckeyeHealthPlan.com/login</a>	<a href="http://m.member.molinahealthcare.com/Member/Login">m.member.molinahealthcare.com/Member/Login</a>	<a href="http://myParamount.org">myParamount.org</a>	<a href="http://myCareSource.com">myCareSource.com</a>	<a href="http://myUHC.com">myUHC.com</a>
<b>Encourage Patients to update their information with their Health Plan</b>	<p><b>Reasons a patient should contact their Member Services either via telephone or patient portal:</b></p> <ul style="list-style-type: none"> <li>• <b>Update Address &amp; Ph #-</b> Ensure the Health Plan has accurate contact information</li> <li>• <b>Update Accommodations &amp; Request-</b> Add specific details to assist member in the future</li> <li>• <b>Request a Provider-</b> Enable patients to be seen for services</li> <li>• <b>Request Additional Trips-</b> If a patient is out of their value-added benefit and has no means of transportation</li> <li>• <b>Questions or Concerns-</b> Any additional issues or concerns the patient may have</li> </ul>				

## **FlexNet**

A plan-participating facility may directly schedule non-emergency transportation with an in-network transportation provider for a member covered by Buckeye Health Plan, Molina Healthcare of Ohio, or Paramount Advantage in accordance with their benefit to arrange for the following transportation:

- Originating from a participating FlexNet Nursing Facility or Hospital
- The return to a participating FlexNet Nursing Facility

To enroll, learn more, obtain a list of participating providers, request your preferred provider to be added, or should you have any further questions, please contact Jeremy Ickes at [Jeremy.Ickes@gmr.net](mailto:Jeremy.Ickes@gmr.net) or call toll-free at 844-521-9948.

## **COVID-19 Transports**

To help decrease the spread of COVID, all drivers and patients must wear a mask during transport provided by the Ohio Managed Care plans. Shared rides with individuals outside the patients household are discouraged. Members who are currently COVID positive or suspected to be positive are encouraged not to use public transportation. The Managed Care plans will make best efforts to transport COVID positive patients.