



Transportation Benefits	Healthy Blue	Nebraska Total Care	UnitedHealthcare
<b>MCO Contact Information</b>	<a href="mailto:NEProviderOperations@HealthyBlueNE.com">NEProviderOperations@HealthyBlueNE.com</a>	<a href="mailto:NTC-COMPLIANCE@NebraskaTotalCare.com">NTC-COMPLIANCE@NebraskaTotalCare.com</a> <a href="mailto:Jarrod.I.Hartsell@NebraskaTotalCare.com">Jarrod.I.Hartsell@NebraskaTotalCare.com</a>	<a href="mailto:NeTransportation@UHC.com">NeTransportation@UHC.com</a>
<b>NEMT Broker Contact Information</b>	<b>Broker:</b> Modivcare <b>Schedule a Ride:</b> 844-531-3783 <b>Will Call:</b> 844-531-3783 <b>Discharges:</b> 844-531-3783 <b>TTY:</b> 711 <b>Website:</b> <a href="http://www.MyModivcare.com">www.MyModivcare.com</a>	<b>Broker:</b> MTM <b>Schedule a Ride:</b> 844-385-2192 <b>Will Call:</b> 844-385-2192 <b>Discharges:</b> 844-385-2192 <b>TTY:</b> 711 <b>Website:</b> <a href="http://www.MTM-Inc.net">www.MTM-Inc.net</a>	<b>Broker:</b> Modivcare <b>Schedule a Ride:</b> 833-583-5683 <b>Will Call:</b> 833-583-5683 <b>Discharges:</b> 833-583-5683 <b>TTY:</b> 866-288-3133 <b>Website:</b> <a href="http://www.MyModivcare.com">www.MyModivcare.com</a>

FAQ	Instructions
<b>Who can schedule a ride for a member?</b>	Member, Member's parents, Member's guardian, foster parent or authorized care givers, clinical providers and/or healthcare providers
<b>What does the caller need to schedule a ride?</b>	Member's full name, Member's date of birth, Medicaid ID number, Member's home address
<b>What type of information is needed to transport the member?</b>	Pickup address of member, drop off address, name and telephone number of provider if not a discharge, trip purpose (i.e., medical appointment, physical therapy) date and time of appointment, pick up time after appointment, any special accommodations such as member uses a wheelchair/walker/cane, additional passenger
<b>What types of NEMT trips can be taken?</b>	Primary Care visits, Immunizations, Hospital Services, Family Planning, Pregnancy, Home Health Care, Wellness, Vision, Dental, Pharmacy, Behavioral Health appts, Discharge from hospital/facility <ul style="list-style-type: none"> <li>• The NEMT Broker will work with the MCO for any trip requests that require prior approval.</li> </ul>
<b>When can an NEMT trip be scheduled?</b>	As soon as the provider/member has the information for the trip.
<b>What about discharges/urgent trip purposes?</b>	Discharges and urgent trip requests should be scheduled as soon as all the information has been obtained Urgent care is determined by the client's medical care provider. An appointment must be considered urgent if the medical service provider grants an appointment within 48 hours of the client's request. An inpatient or outpatient hospital discharge must be considered an urgent trip.