



# Journey to a healthier you

## Aetna Better Health<sup>®</sup> of Illinois transportation benefit

**Transportation services are part of Aetna Better Health<sup>®</sup> of Illinois member benefits.**

If you need help getting to and from your doctor appointments or pharmacy, we can help you get a ride.

**ModivCare is available around-the-clock to help schedule your ride for urgent needs or hospital discharges.**

### Ways to schedule your ride:

1. **ModivCare toll-free number: [1-866-913-1265](tel:1-866-913-1265)**
2. **Member Portal: [ModivCare | Home](#)**
3. **Mobile App: [ModivCare App | ModivCare \(mymodivcare.com\)](#)**
4. **Call Member Services: [1-866-329-4701](tel:1-866-329-4701) (TTY: 711)**

**Questions? We're here to help!**

### Who can request transportation?

- Members who are at least 16 years of age
- Member's parent or legal guardian
- Authorized representative or authorized care giver
- Plan case manager or other plan representative
- Participating provider



**Aetna Better Health<sup>®</sup>  
of Illinois**

## When should I schedule my ride?

- ModivCare requires at least two business days or 48-hour advance notice for transportation to a routine medical appointment.

## What type of transportation is provided?

- ModivCare provides ambulatory and wheelchair-equipped vehicles for transportation.

## What if I'm unsure how long my appointment will last?

- Members should call ModivCare at [1-866-913-1265](tel:1-866-913-1265) and select "Ride Assist" to schedule return trips. Please note that the transportation provider has up to one hour from the time of the call to pick up member.

## Is transportation to the pharmacy covered?

- Yes, but rides to the pharmacy are only covered immediately following a doctor's appointment.

## Can I bring someone on my ride?

- Eligible members can bring two additional passengers. To confirm eligibility, please contact ModivCare or Aetna Better Health® of Illinois Member Services at [1-866-329-4701 \(TTY: 711\)](tel:1-866-329-4701).

## Is transportation to the ER covered?

- No. Transportation to the ER isn't covered through ModivCare. Always call [911](tel:911) in an emergency.

## Prefer to drive yourself? Get reimbursed for mileage.

The Mileage Reimbursement Program is part of the transportation benefit.

### Members must:

- ✓ Call prior to their appointment and request to set up trip for mileage reimbursement.
- ✓ Fill out the form and write the **trip number** and **date** of the scheduled trip on the form.
- ✓ Take the form to your appointment.

Please allow up to 30 business days of the ModivCare Claims Department receiving the completed form to receive compensation.

For more details on the mileage reimbursement program and how to fill out the form, visit [Illinois | ModivCare \(mymodivcare.com\)](https://illinois.modivcare.com).

Download the  
ModivCare  
app here



HealthChoice  
Illinois

Illinois Department of  
Healthcare and Family Services



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**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call [1-800-385-4104 \(TTY: 711\)](tel:1-800-385-4104).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al [1-800-385-4104 \(TTY: 711\)](tel:1-800-385-4104).

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer [1-800-385-4104 \(TTY: 711\)](tel:1-800-385-4104).

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2537452-01-01

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