Virginia Medicaid Transportation Services

Overview

Transportation is covered by Medicaid when you do not have another way to get to your doctor appointment or other Medicaid services. It is available for Medicaid members who are part of our managed care health plans as well as members in our fee-for-service program. Your member ID card lists the phone number to call for transportation. Health plan and fee-for-service transportation telephone numbers for reservations and ride assistance are available here:

- Transportation Contacts for Reservations and Ride Assist/Customer Service

Fee-for-Service (FFS) transportation assistance is managed and operated by ModivCare (formerly LogistiCare). If you are enrolled in a managed care health plan and eligible for transportation, please contact your plan for transportation arrangements.

Resources

- Member Handbook for Non-Emergency Transportation (NEMT) Services
- Transportation FAQs for Members in Fee-for-Service (FFS)
- DMAS Medicaid Non-Emergency Medical Transportation (NEMT) Contacts
- DMAS Medicaid Non-Emergency Medical Transportation (NEMT) Contacts - Spanish
- CCC Plus Transportation Contacts
- CCC Plus Transportation Contacts - Spanish
- Americans with Disabilities (ADA) Accessibility Specifications(Title 49 Transportation, Part 38)
- Additional Transportation Services Resources