



Provider Notice

July 2, 2024

Non-Emergency Medical Transportation Transition, August 1, 2024

Beginning August 1, 2024, CountyCare will transition to a new non-emergency transportation vendor, Modivcare. Modivcare maintains a network of transportation providers that provide multiple levels of transportation services, including public transportation.

There is no change in the transportation benefit, however we will have a more extensive network. Trips must be medically necessary (e.g., doctors' appointment, counseling, dialysis, WIC offices, etc.). All transportation requests, including CTA passes (2-week turnaround time), will remain the same.

Modivcare will determine the most appropriate type of transportation depending on the member's health condition(s) and mobility limitations. This may include:

- Private transportation provider
- Public transportation
- Mileage reimbursement

Members and providers can call the same CountyCare Member Services phone number to schedule their rides or through the Modivcare app, or by visiting www.mymodivcare.com.

- Call 312-864-8200 to schedule a ride or order public transportation passes, Monday - Friday from 7 a.m. to 7 p.m., Saturday and Sunday 9 a.m. to 1 p.m.

To schedule a ride, a member must have:

- Member ID number
- Name and address of medical provider(s)
- Appointment day and time

Contact Us:

CountyCare Provider Services are here to help, you can contact us at 312-864-8200, option 6. You can also use our Interactive Voice Response (IVR) system to verify eligibility. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned PR Representative. Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact your assigned Provider Relations Representative or if you do not know your assigned Representative, please contact: CountyCareProviderServices@cookcountyhhs.org.