



## SoonerSelect Non-Emergency Transportation (NET) Member Guide

### WHAT IS NON-EMERGENCY TRANSPORTATION?

Non-Emergency Transportation (NET) is a required benefit that provides members with transportation to medical and dental appointments. SoonerSelect plans partner with Modivcare to provide NET services to members at no additional cost. Modivcare will arrange rides for medically necessary services upon request from a member or facility. For emergency transportation, please call 911.

### WHAT ARE THE NON-EMERGENCY TRANSPORTATION LEVEL OF SERVICE OPTIONS?

Modivcare provides the following levels of service.

- ✓ **Vehicle Mileage Reimbursement** – Available to members that are transported to an appointment by a family member, friend, or themselves. Mileage reimbursement is only approved for miles driven while the member is physically in the vehicle.
- ✓ **Mass Transit Tickets** – Available to members who reside one quarter mile from a public transit stop. Modivcare will provide mass transit tickets or passes for members traveling on a transit route.
- ✓ **Paratransit/Lift (Ride Share)** – Available to members who do not have the functional capability to use local mass transit. Modivcare will provide curb-to-curb transportation.
- ✓ **Ambulatory** – Available to members who require assistance walking. Modivcare will provide curb-to-curb transportation.
- ✓ **Wheelchair** – Available to members who travel with a wheelchair. Modivcare will provide wheelchair accessible curb-to-curb transportation. Modivcare does not provide escorts or attendants. Members travelling with an escort or attendant should inform Modivcare when scheduling a ride. Modivcare does not provide wheelchairs during transportation.
- ✓ **Stretcher** – Available only to members who cannot use any other form of transportation and are bedridden.

For all levels of service, members must exit the residence or facility to meet the Modivcare providers. If a member requires assistance, the member must coordinate with a personal caregiver to receive support.



#### ADDRESS

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### WEBSITES

[okhca.org](http://okhca.org)  
[mysoonercares.org](http://mysoonercares.org)



#### PHONE

Admin: 405-522-7300  
Helpline: 800-987-7767



## HOW DO I SCHEDULE A NON-EMERGENCY TRANSPORTATION RIDE?

Modivcare will provide transportation for recurring appointments, urgent or same-day trips, single trips, and discharges. Rides can be scheduled up to 30 days in advance via phone or online, but **all single trip rides must be scheduled at least three business days in advance for transportation to and from an appointment.** If a member has an appointment that is less than three business days away, they can follow the process below. For appointments and gas reimbursement, the location must be within 45 miles of the medical home.

To request a ride, the member or facility must provide the following information:

- Member name
- Member ID number
- Date of birth
- Level of service
- Pick up and drop off addresses
- Appointment date and time

For more information on NET scheduling, please visit the [Modivcare website](#).

Modivcare will connect the member with a transportation provider after confirming the ride request. On the day of the scheduled ride, members will have a 15-minute pick-up window.

If a member does not know when their appointment will end and requires transportation after an appointment, members must call Modivcare Ride Assist at 800-435-1034. Modivcare transportation providers will pick up members within one hour of calling Ride Assist.

## HOW DO I CONTACT MODIVCARE?

Each health plan has an associated Modivcare phone number. Members can call their health plan's Modivcare number to schedule transportation and learn more information about ride services.

Health Plan	Scheduling Phone Number
Aetna Better Health of Oklahoma	877-718-4208
Humana Healthy Horizons in Oklahoma	877-718-4213
Oklahoma Complete Health	877-718-4212
SoonerCare*	877-404-4500

Members can also download the [Modivcare App](#) on Google Play or the Apple App Store to request transportation.



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**OKLAHOMA**  
Health Care Authority

Serving Oklahomans  
through SoonerCare

Please contact your SoonerSelect plan for additional information on NET services and benefits. SoonerSelect plan phone numbers are listed below:

**Aetna**

Provider & Member:  
844-365-4385

**Humana**

Provider & Member:  
855-223-9868

**Oklahoma Complete Health**

Provider: 855-688-6589  
Member: 833-752-1664

**DentaQuest**

Provider: 833-479-1007  
Member: 833-479-0687

**Liberty Dental Plan**

Provider: 888-902-0342  
Member: 888-700-1093

\*Members that receive dental care under the SoonerSelect dental program *and* health care under SoonerCare must use the SoonerCare NET phone number to schedule transportation for dental or medical appointments.



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[mysoonerCare.org](http://mysoonerCare.org)



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