

CCC Plus MCO Transportation for EI Services – February 11, 2021

MCO	Locations to which MCO Provides Transportation	Number of Trips per Month Covered	Number of Adults (Parents/Caregivers) allowed to Accompany Child	Advance Notice Required to Schedule Transportation	Transportation Contact Number
Aetna Better Health of Virginia	<ul style="list-style-type: none"> • Medical Appointments • Intake and Assessment Appointments at the Early Intervention Office • Natural Environments for Early Intervention Sessions 	As needed per medical/services appointments	1	Preferred 48 hours, need at least 24 hours	(800) 734-0430 Option 1
Anthem Healthkeepers CCC Plus	<ul style="list-style-type: none"> • Medical Appointments • Intake and Assessment Appointments at the Early Intervention Office • Natural Environments for Early Intervention Sessions 	No limit to medical appointments to in network providers and EI transportation appointments, Non-medical Trips – 3 round trips per quarter; maximum of 12 trips per calendar year	Handled on a case by case basis, usually it is 1 parent or caregiver but can be discussed	5 business days prior to the appointment, Urgent situations can be same or next day	(855) 325-7581 TTY: 711
Magellan Complete Care of Virginia	<ul style="list-style-type: none"> • Medical Appointments • Intake and Assessment Appointments at the Early Intervention Office • Natural Environments for Early Intervention Sessions 	Unlimited	1 Parent/Caregiver is approved to accompany the child however additional parents and/or caregivers will be considered on a case by case basis	2 business days for regularly scheduled transport, urgent transport provided 24 hours a day everyday	(877) 790-9472

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	<ul style="list-style-type: none"> • Any trip approved in the Individualized Care Plan by the ICT 				
Optima Health Community Care	<ul style="list-style-type: none"> • Medical Appointments • Intake and Assessment Appointments at the Early Intervention Office 	Based on member needs	Up to 2 additional passengers/escorts (as confirmed with medical providers as medically necessary)	5 days, urgent (defined as visit required within 24 hours) contact transportation provider for expedited handling	(855) 325-7558
United HealthCare	<ul style="list-style-type: none"> • Medical Appointments • Intake and Assessment Appointments at the Early Intervention Office • Natural Environments for Early Intervention Sessions – Planned advanced trips that linked to Medicaid services and to Plan of Care and/or IFSP 	Unlimited	2 additional passengers if they are the guardian or parent of the child	3 business days	(844) 604-2078 (844) 525-1493

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Virginia Premier Health Plan	<ul style="list-style-type: none"> • Medical Appointments • Intake and Assessment Appointments at the Early Intervention Office • Natural Environments for Early Intervention Sessions 	Unlimited to Medically Necessary Appointments	1, Adult members with two minor children are allowed to be accompanied by one adult to provide assistance	72 hours in advance of the appointment	(877) 719-7358