



*Improving the health and well-being of Virginians through access to high quality health care coverage*

**SERVICE • COLLABORATION • TRUST • ADAPTABILITY • PROBLEM-SOLVING**

## DMAS – Toll Free Telephone Numbers for all Non-Emergency Medical Transportation (NEMT) Services

### Transportation Reservation Telephone Numbers

Find the Medicaid Plan you enrolled in below and call that number to make your transportation arrangements or check to see if you are eligible for transportation. Ask about bus tickets or gas reimbursement for you, a friend, or neighbor to your Medicaid appointment.

FFS / MCO /CCC Plus/Medallion 4.0	Reservation Numbers	Details
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 386-8331	All ages and all levels of service
Aetna Better Health of VA - CCC Plus	(800) 734-0430 Option 1	All ages and all levels of service
Aetna Better Health of Virginia (Medallion 4.0)	(800) 734-0430	All ages and all levels of service
Anthem HealthKeepers CCC Plus	(855) 325-7581	All ages and all levels of service
Anthem HealthKeepers Plus (Medallion 4.0)	(877) 892-3988	All ages and all levels of service
Molina Complete Care (formerly Magellan)	(877) 790-9472	All ages and all levels of service
Molina Complete Care (Medallion 4.0)	(833) 273-7416	All ages and all levels of service
Optima Family Care (Medallion 4.0)	(877) 892-3986	All ages ambulatory and wheelchair
Optima Health CCC Plus	(855) 325-7558	All ages and all levels of service
United Healthcare CCC Plus	(844) 604-2078	All ages and all levels of service
United Healthcare Community Plan (Medallion 4.0)	(833) 215-3884	All ages and all levels of service
Virginia Premier CCC Plus	(855) 880-3480	All ages and all levels of service
Virginia Premier Elite Individual (Medallion - 4.0)	(855) 880-3480	All ages and all levels of service

### Transportation Ride Assist/Customer Service Telephone Numbers

If you need to cancel your ride, ask questions about your ride or transportation. Have a compliment or complaint please call the appropriate Medicaid plan you enrolled in below.

FFS / MCO /CCC Plus/Medallion 4.0	Ride Assist/Where's My Ride Telephone Numbers
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 246-9979
Aetna CCC Plus and Medallion 4.0	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1
Anthem HealthKeepers Plus (Medallion 4.0)	(877) 892-3988 Option 2
Molina Complete Care (formerly Magellan)	(877) 790-9472
Molina Complete Care (Medallion 4.0)	(833) 273-7416
Optima Family Care (Medallion 4.0)	(877) 892-3986 Option 1
Optima Health - CCC Plus	(855)-325-7558 Option 1
United Healthcare CCC Plus	(833) 215-3885 (TTY - (844) 488-9724
UnitedHealthcare Community Plan (Medallion 4.0)	(833) 215-3885 (TTY -(844) 488-9724
Virginia Premier CCC Plus	(855) 880-3480
Virginia Premier Elite Individual (Medallion 4.0)	(855) 880-3480

**FFS Rider Handbook, Frequently Asked Questions (FAQs), and FFS on line reservations:**

<http://transportation.dmas.virginia.gov>

**\*Special Note for CL, BI, & FIS Members: For waived service's transportation questions and/or concerns, call the FFS telephone number. For your medical appointments please call the CCC Plus MCO in which you are enrolled.**