

Transportation & Reimbursement Guide

McLaren Health Plan + Modivcare

(With notes for Blue Cross Complete and Molina)

Mileage Reimbursement

- **Must be preapproved** — if it's not, you won't be reimbursed.
- **Modivcare handles the process:** They preapprove, process, and pay you directly.
- **Form must be complete** — including a provider or provider office signature.
- **Expect delays:** Reimbursement can take **30–40 days**.
- **Find the form:** Visit mymodivcare.com and scroll to the **FORMS** section.
- **Need help?**
 - McLaren Health Plan: 888-327-0671
 - Modivcare: 855-251-7100

Scheduling Transportation Tips

- **Schedule early:** You can book rides up to **30 days** before your appointment.
- **Routine appointments:** Call at least **2 business days (48 hours)** in advance.
- **Covered services only:** Must be in-network or pre-authorized.
- **Distance limit:** Rides must be within **70 miles** of your home or to the nearest provider.
 - If no provider is nearby, your doctor can submit a **letter of medical necessity**.
- **Urgent rides:** Same-day transportation is only allowed for:
 - Urgent care
 - Last-minute appointments with no prior notice
- **Need help?**
 - McLaren Health Plan: 888-327-0671
 - Modivcare: 855-251-7100

Non-Emergency Medical Transportation (NEMT)

If you have **Medicaid or Medicare**, you can get rides to:

- Medical and behavioral health appointments
- Pharmacies
- Social services like:
 - WIC
 - Medicaid renewal
 - Food pantries or farmers markets

If your ride isn't covered by McLaren (e.g., **Substance Use Disorder treatment**), schedule through your **local MDHHS office**:

👉 [Find your county office here](#)

Meals and Lodging Assistance

If you're traveling far or staying overnight for medical care:

- **Lodging:** Up to **\$75 per night**
- **Meals:**
 - Breakfast: Up to **\$8.50**
 - Lunch: Up to **\$8.50**
 - Dinner: Up to **\$19.00**
- **Must be preapproved** by both Modivcare and McLaren Health Plan.
- **Submit your request early** — as soon as you know you'll need it.
- **Need help?**
 - McLaren Health Plan: 888-327-0671
 - Modivcare: 855-251-7100

Modivcare App

- Download the **Modivcare App** on your mobile device.
- Use it to schedule rides, check status, and access forms.
- Scan the QR code or search for “Modivcare” in your app store.

What About Blue Cross Complete and Molina?

Both **Blue Cross Complete** and **Molina Healthcare** have confirmed that their transportation services follow **the same scheduling and reimbursement rules** listed above — including preapproval, distance limits, and covered services.

However, they use **different transportation vendors** than Modivcare. If you're enrolled with Blue Cross Complete or Molina, contact your plan directly to find out which vendor they use and how to access their forms and apps.

Ask about transportation to Pop Up Pantries too