

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
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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?**
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 - Modivcare: 855-251-7100
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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?**
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 - Modivcare: 855-251-7100
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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.
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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*****