

Provider Notice

Thank you for being a valued partner of Molina Complete Care (MCC). We know you're keeping the focus on delivering excellent patient care and understand it may be challenging to ensure your patient's needs are being met. One of the benefits we provide to our member is non-emergent transportation. Veyo is the transportation vendor we use to schedule and coordinate member transportation needs to and from covered services such as, but not limited to, primary care physician (PCP) or specialist appointments. Please contact Customer Care at the number below for a comprehensive list of our covered services.

Veyo provides our members with services such as:

- Rides to routine appointments (which require a minimum advance notice of 72 business hours, or 3 business days)
- Same day transportation trips such as:
 - Discharges from the hospital—Veyo has 3 hours from the time the discharge is called in to accommodate
 - Adult and pediatric urgent care
 - COVID-19 testing and vaccinations
 - Veyo cannot deny a member transportation to an urgent care facility or PCP office to be tested for COVID-19 or its variants
 - Basic Life Support (BLS) or a stretcher with personal protective equipment (PPE), will be the mode of transportation for COVID-19 positive members.
 - Veyo will **not** transport to pharmacies for COVID-19 testing or drive through testing sites
- Mileage reimbursement for family members or caregivers to drive the member to and from appointments

Members are allowed to bring along one attendant. Additional individuals (including minor children) require approval.

Veyo does **not** transport to the emergency department/emergency rooms—if a member needs transportation to an ED/ER, that is considered an emergency and 911 should be called.

Call one of the numbers below to assist the member in scheduling transportation or get more information. Veyo operates 24/7, 365 days a year.

- Commonwealth Coordinated Care Plus (CCC Plus) members: 1-800-424-4524
- Medallion 4.0 members: 1-800-424-4518