

VA Medicaid FFS & Managed Care Plans Transportation Guide

Aetna Better Health of VA

(excludes FAMIS members)

Transportation is provided by Modivcare

Transportation requests should be made at least three business days prior to the appointment.

Call: 1-800-734-0430



*30 round trips or 60 one way trips per year.
Round trip max 50 miles.

United Healthcare Community of VA

(excludes FAMIS members)

Transportation is provided by Modivcare

Transportation requests should be made at least five business days prior to the appointment.

Call: 1-833-215-3885



*6 roundtrips per 6 months not
to exceed 12 per year

Anthem Healthkeepers Plus

(excludes FAMIS members)

Transportation is provided by Access2care

Transportation requests should be made at least two days prior to the appointment

Call: 1-877-892-3988



*3 roundtrips per quarter not to
exceed 12 per year.
Round trip in urban areas, max 30 miles
Round trip in rural areas, max 60 miles

Humana Healthy Horizons of VA

(excludes FAMIS members)

Transportation is provided by Modivcare

Transportation requests should be made at least five business days prior to the appointment.

Call: 1-1877-718-4215



*30 round trips or 60 one way
trips per year.

Sentara Community

(excludes FAMIS members)

Transportation is provided by Modivcare

Transportation requests should be made at least five business days prior to the appointment.

Call: 1-877-892-3986



*24 roundtrips rides per year.
Round trip max 50 miles.

Virginia Medicaid

Transportation is provided by Modivcare

Transportation requests should be made at least five business days prior to the appointment. Requests can be made by calling:

1-866-386-8331



*No mileage limit within the state of Virginia.

*No limit on the number of rides allowed

***Limits may vary based on the member's plan. Please contact your carrier to verify trip and mileage limitations under your plan.**

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