

March 10, 2025

Subject: Non-Emergency Medical Transportation (NEMT) With Modivcare

Dear Provider:

Effective March 1, 2025, Presbyterian Health Plan, Inc. (Presbyterian) initiated service with Modivcare Solutions, LLC (Modivcare), the nation's leading provider of non-emergency medical transportation. Modivcare will coordinate transportation for Presbyterian Turquoise Care and Senior Care AssistPlus members as well as eligible members in certain Presbyterian Dual Plus (HMO D-SNP) segments.

All non-emergency transportation services for members with transportation benefits must now be pre-arranged through Modivcare. Modivcare maintains a network of providers that provide multiple levels of transportation services, including public transportation.

In the coming weeks, Modivcare will distribute further information to facilities, set up online webinars and begin compiling the information needed to pre-load beneficiary trip information into its reservation system. Your facility may be asked to provide or confirm trip reservation details.

Modivcare is Health Insurance Portability and Accountability Act (HIPAA)-compliant and is authorized to receive client private health information. We request that you assist in the implementation of this program and release requested information to Modivcare. Your cooperation and timely assistance will ensure that members arrive to their scheduled appointments safely and on time.

TripCare, Modivcare's one-stop solution for managing patient transportation, is available now. The TripCare dashboard has functionality for accessing trips scheduled for your facility, managing trip requests, viewing reservations and looking up assigned transportation provider information.

Providers can access TripCare at tripcare.modivcare.com/login. Once you have logged in, you will receive emails about upcoming TripCare trainings that are typically offered weekly.

If you have any questions, please contact your Provider Network Operations relationship team at www.phs.org/ContactGuide. As always, thank you for partnering with us to improve the health and wellness of the patients, members and communities we serve.

Healthy regards,
Provider Network Operations

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



Phone: (505) 923-5757 or 1-888-923-5757 (toll-free)

Contact Guide: www.phs.org/ContactGuide



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