

## **Accessible Medicaid Transportation**

We can accommodate riders with:

Escorts (with paid fare)

,

Manual wheelchairs

To accommodate riders, we offer:

Flip-up seats to accommodate wheelchairs

,

Voice announcements

,

Walker storage / hooks or racks

Age Requirements

No Age Requirement

Intake Process

Call for a ride in advance.

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Virginia Department of Medical Assistance Services

<http://www.dmas.virginia.gov>

Main

(804) 786-7933

600 E. Broad Street, Suite 1300

23219 VA

United States

Fee Structure

Fixed Fee

Payment Method(s)

Medicaid

Languages Spoken

English

Accessible transportation is available for individuals with Medicaid. Transportation is provided in wheelchair vans, mini-vans, sedans, taxis, transportation network companies (TNCs) and volunteer drivers. With prior approval from the Contractor, family and friends shall also be able to transport Medicaid members and receive gas and mileage reimbursements.

Wheelchair van services can only be used in non-emergency transportation. They are limited to use by members who can sit upright, to members without acute medical problems.

Level of assistance needs shall include the following based on the needs of the individual:

Door-to-Door Service – Transportation provided to passengers who need assistance to safely move between the door of the vehicle and the door of the passenger's pick-up point or destination. The driver can assist the individual throughout the trip and to the door of the destination.

Curb-to-Curb Service – The default level of assistance. Transportation is provided to passengers who need little if any assistance between the vehicle and the door of the pickup point or destination. The driver can help by folding the wheelchair or securing the wheelchair in the vehicle.

Service Area(s)

Statewide

Email

[DMAS-Info@dmass.virginia.gov](mailto:DMAS-Info@dmass.virginia.gov)