

Community Resources

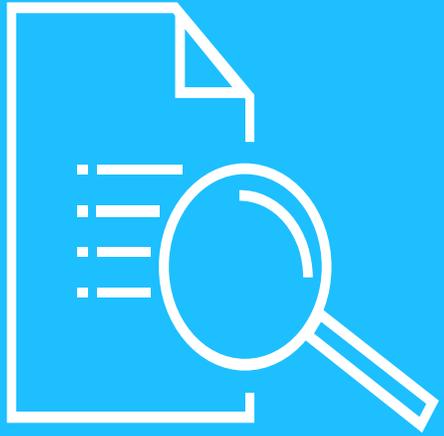
Modivcare Non-Emergency Medical Transportation

2024



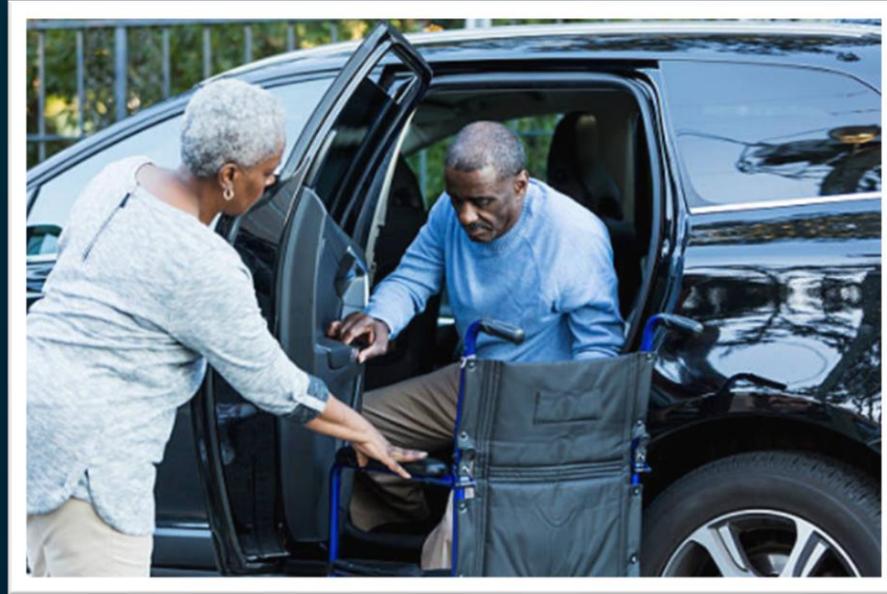
modivcare





WHO IS MODIVCARE

Modivcare serves as a critical logistical link between people in the community and the health care services, they need to stay healthy. We work with third party transportation providers to ensure that Medicaid and Medicare members get to and from their medical appointments.



OUR REACH

ModivCare serves more states than any other Non-Emergency Transportation Medical Transportation (NEMT) broker manager.

We annually manage over 65 million trips and more than 24 million eligible riders in all 50 states.





PURPOSE, VISION & VALUES

OUR PURPOSE

Our 'why,' reason for being,
and strategic north star

MAKING CONNECTIONS TO CARE

OUR VISION

Our strategic goal and
objective

**WE DRIVE POSITIVE HEALTH
OUTCOMES BY TRANSFORMING
THE WAY WE CONNECT
TO CARE**

OUR VALUES

What we believe in, how we
behave, and what guides
our decision making

BECAUSE WE CARE...

We treat everyone with dignity and **RESPECT**
We earn the **TRUST** of our members, and each other
We provide **RELIABLE** services that open doors
We serve with courtesy and **COMPASSION**
We prioritize **SAFETY**
We communicate with purpose and **TRANSPARENCY**

ALWAYS.

Transportation

Largest provider of Non-Emergency
Medical Transportation (NEMT)



48

States
(National reach)



36M

Lives managed



30M

Trips



\$6B

Market growing
to \$14B

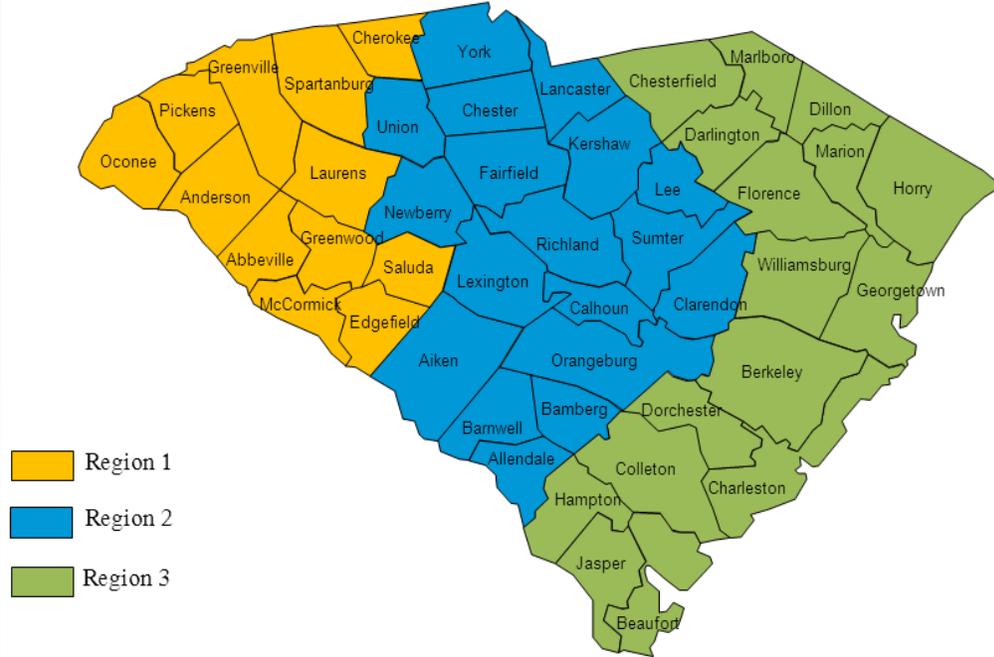
Who is Modivcare?



- **Modivcare helps state governments and managed care organizations run transportation and integrated health care programs.**
- **More than 24 million covered plan members, nationwide**
- **Better access to care in their communities.**

- **South Carolina's Plans**
 - BlueCross BlueShield SC: [1-866-461-1028](tel:1-866-461-1028)
 - Centene Allwell/Health Net: [1-877-718-4201](tel:1-877-718-4201)
 - Humana National Medicare (MCR) [1-866-588-5122](tel:1-866-588-5122)
 - UnitedHealthcare Medicare National: [1-866-418-9812](tel:1-866-418-9812)
 - UnitedHealthcare Group Retiree [1-833-219-1182](tel:1-833-219-1182)
- **HCSC Group Retiree**
 - Group Retiree National Line Reservation/Ride Assist [1-866-824-1566](tel:1-866-824-1566)
 - Humana Group Retiree [1-866-588-5121](tel:1-866-588-5121)

South Carolina SCDHHS Regions



SC Region 1:

Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee, Pickens, Saluda, Spartanburg

[1-866-910-7688](tel:1-866-910-7688) →

SC Region 2:

Aiken, Allendale, Bamberg, Barnwell, Calhoun, Chester, Clarendon, Fairfield, Kershaw, Lancaster, Lee, Lexington, Newberry, Orangeburg, Richland, Sumter, Union, York

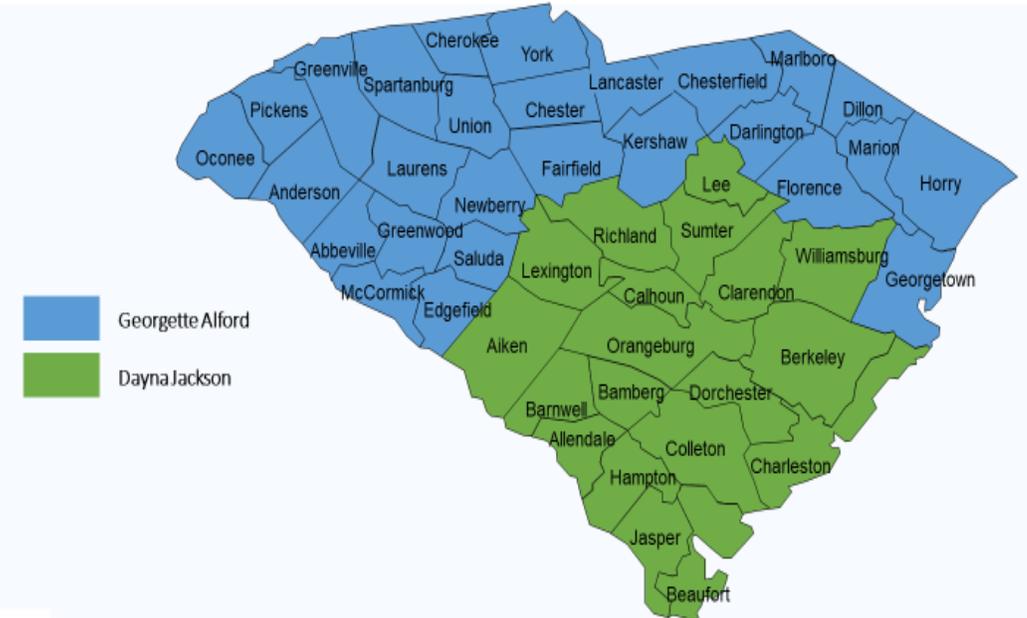
[1-866-445-6860](tel:1-866-445-6860) →

SC Region 3:

Beaufort, Berkeley, Charleston, Chesterfield, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Hampton, Horry, Jasper, Marion, Marlboro, Williamsburg

[1-866-445-9954](tel:1-866-445-9954) →

South Carolina HealthCare Facilities Outreach Map



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POWERED BY

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864-999-8782

Dayna.Jackson@modivcare.com

843-468-1250

CONTACT INFORMATION

- **Region 1**

- Reservation Line: (866) 910-7688
- Ride Assist Line: (866) 910-7689

- **Region 2**

- Reservation Line: (866) 445-6860
- Ride Assist Line: (866) 445-9962

- **Region 3**

- Reservation Line: (866) 445-9954
- Ride Assist Line: (866) 445-9964

South Carolina Office

1 Independence Pointe, Suite 212
Greenville, SC 29615

Toll Free Numbers

Administrative Line: (866) 910-7684
Provider Assist: (866) 910-7690



TAKE THE
EASY ROUTE
TO YOUR NEXT
APPOINTMENT

Did you know Modivcare will provide you with bus or train tickets to travel to your medical appointments?

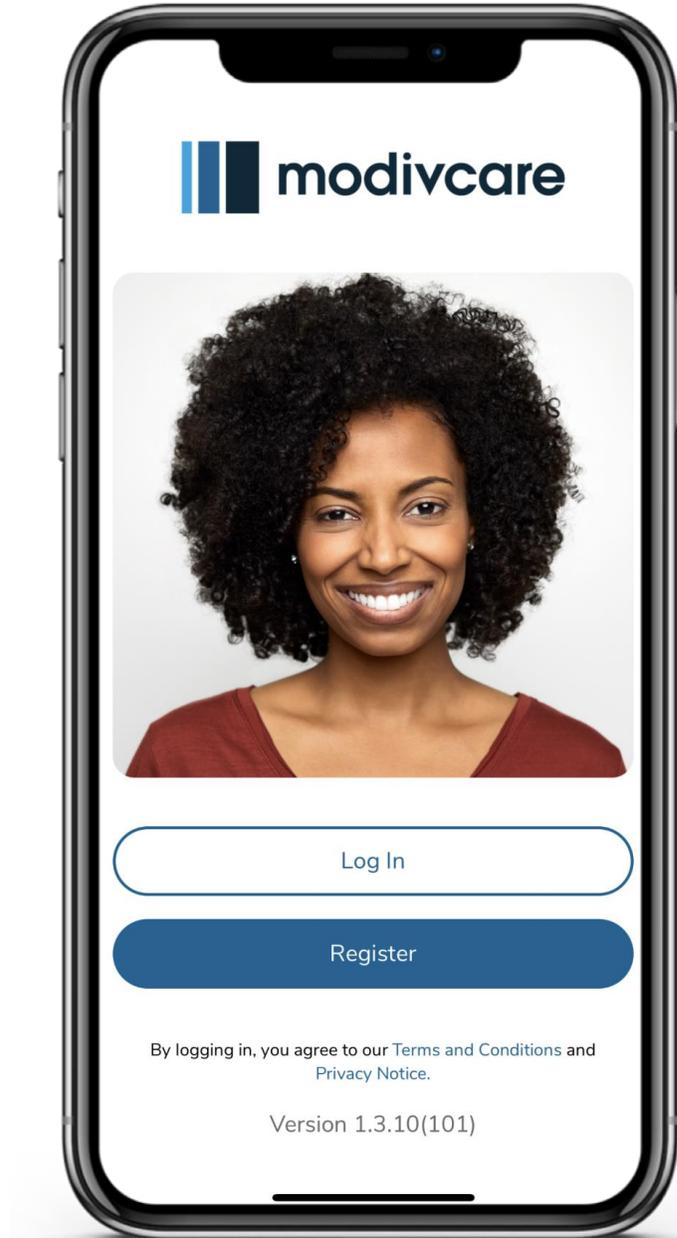
- Travel on your own schedule! **No more waiting** for your driver.
- Members with multiple appointments will receive a **monthly bus pass** that can be used for **unlimited rides**.

Do you have members interested in this option? If so, indicate your interest when submitting a Standing Order or using Tripcare. You can contact us with any questions (1-866-252-1566).





The Modivcare App



Benefits



Manage rides when it's right for Members.

- Book a trip via the app
- Cancel a ride
- View past, present, and future rides
- Submit Mileage Reimbursement claims; members must call
- Real time insight into driver location and information
- A caregiver can manage multiple Member's accounts

Highest Rated Industry Member App

Our App Store Ratings as of 11/28/2023

94%

Approved by
Health Plans for
members

4.5+ stars

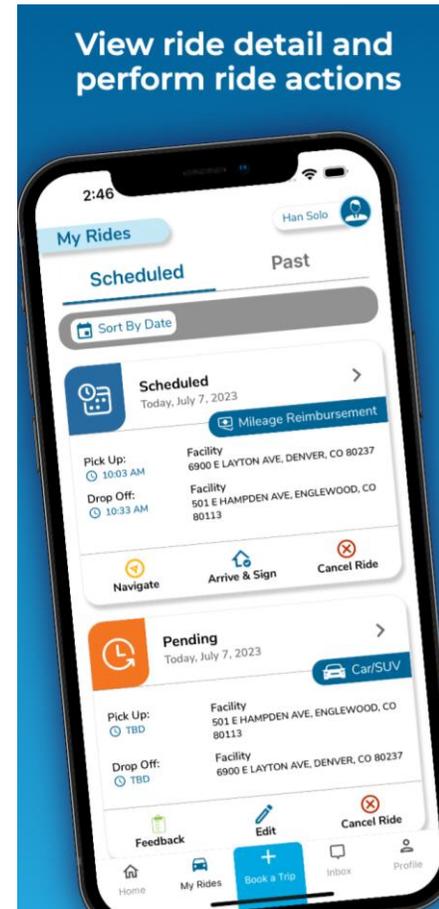
average user
rating; **Over 5,900**
reviews

Top 20
Android

Medical App in
the U.S.

+4,000

New Member
downloads weekly



★★★★★ 4.5 • 2.2K Ratings



4.5★
3.7K reviews

100K+
Downloads

In-State Process

- SC Medicaid offer ancillary services (meals and lodging)
- A completed medical request for overnight stay or a request on the medical facility letter head is sent over with the member information to the scancillary@modivcare.com shared mailbox.
[\\Lsatlcohcluster\home\SHEANETTE.MOORE\MUSC Ancillary Meeting\Medical Request for Overnight Stay_FILLABLE.pdf](file://\\Lsatlcohcluster\home\SHEANETTE.MOORE\MUSC Ancillary Meeting\Medical Request for Overnight Stay_FILLABLE.pdf)
- Once received the ancillary agents will review the information. If they need additional information, they will reach back out to the social worker who submitted the requested.
 - Examples: Dates of traveling/email address/ mailing address/who will be traveling with the member/if the member will need lodging or staying at the RMDH
 - Transplant members will have an escort to travel; if more than one escort a letter will be required to advise the medical reason member will need more than one escort and it will be placed on the member account.



Ancillary Contacts

- Sheanette Moore – SC/NC Exception Supervisor
 - 866-910-7684 – x2342
 - Cell Phone – 864-918-8568
 - sheanette.moore@modivcare.com
- Celeste Crocker – Sr. Director of Client Management
 - 866-910-7684 – x2202
 - Cell Phone – 864-448-0930
 - celeste.crocker@modivcare.com





Bureau of Community Nutrition Services

Berry Kelly, Director of CNS

WIC

WIC OFFERS A HEALTHY FOOD PACKAGE*



Healthy
Foods

BREAST MILK CONTAINS
ALL THE NOURISHMENT
YOUR BABY NEEDS!



Breastfeeding
Support



Nutrition
Education



Healthcare
Referrals



WIC Online Application

South Carolina

Women, Infant and Children (WIC) Nutrition Program

Login

Thank you for your interest in the Women, Infants and Children (WIC) Program!

Please enter your Email Address and Pin. After submitting your pre-application, your information will be securely sent to your preferred Health Department and a WIC staff member will contact you to answer your questions and to schedule an appointment if necessary. Completing this pre-application does not guarantee your enrollment in the program.

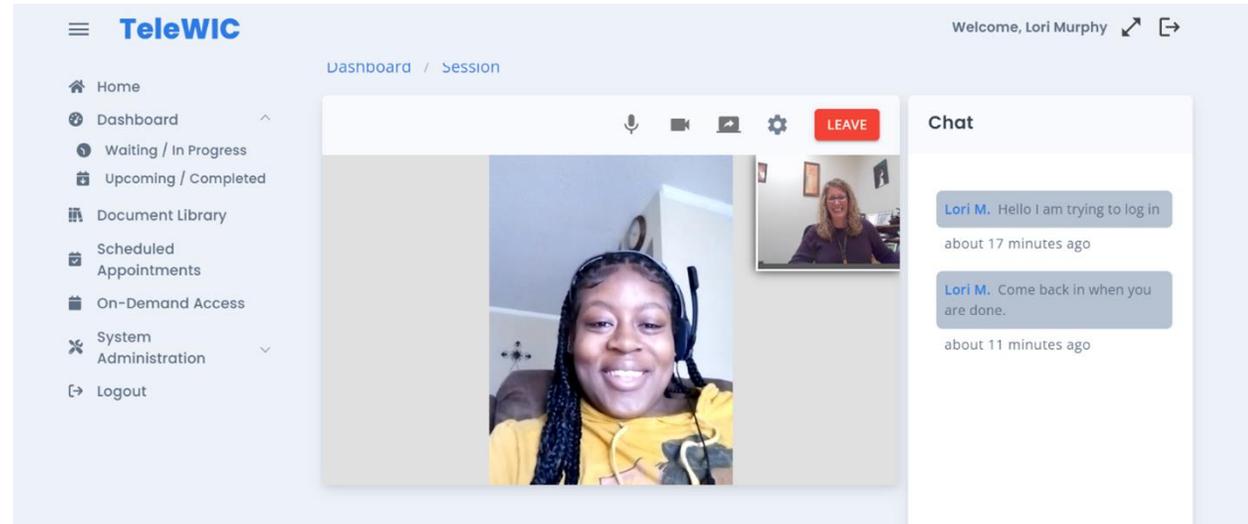
[Forgot Pin?](#)

No account? [Sign up.](#)

Hybrid Appointment Model

NEW

- Resumed In-Person Appointments
- Continued Remote Options
- Now Offering TeleWIC



The first TeleWic appointment in the state was conducted on March 13, 2023.

Outreach – Services on Wheels



- On Site Services
 - MUSC (Children's Hospital)
 - Head Starts
 - Libraries
 - Churches
 - Community Events



Farmers' Market Nutrition Program

- 75 Farmers
- 56 Farmers Markets
- 27 Farm Stands
- 2 Mobile Markets



SNAP-Ed



Cook Healthy
Meals



Physically Fit
Lifestyle



Make SNAP Dollars
Stretch

SNAP-Ed – Social Marketing Campaigns

- Implemented two social marketing campaigns: **text2bwellsc** and **5210 South Carolina**
- Each campaign focuses on influencing health behavior changes, such as increased fruit and vegetable consumption, and is supported by multiple partners and coalitions.



We want YOU to join **text2bwellsc**

Take Charge of YOUR Health

TEXT "2bwellsc" TO 77948 and get weekly text messages on topics like:

- Quick and easy healthy recipes
- Healthy beverage options
- How to choose lean protein
- Fun ideas to be more active
- Tips on using less salt
- Creative budget saving tips

CR-012437 10/20



NPAO Section



40+ organizational partners
MOAs with each org
Contracts with 3 organizations



30+ organizational partners
Contracts with 2 organizations



SC FitnessGram

100+ organizational partners
MOAs with 67 school districts
Contract with 1 organization

Community HEAL Efforts
(including walkability)

20+ organizational partners
Contracts with 3 organizations



THANK YOU

For More Info About WIC:

dph.sc.gov/WIC

Care Line 1-855-472-3432

To Reach Berry Kelly:

Kellybb@dph.sc.gov

(803) 898-0744



**HEALTHY
MOMS.
STRONG
BABIES.**



COMMUNITY ENGAGEMENT

OUR MISSION

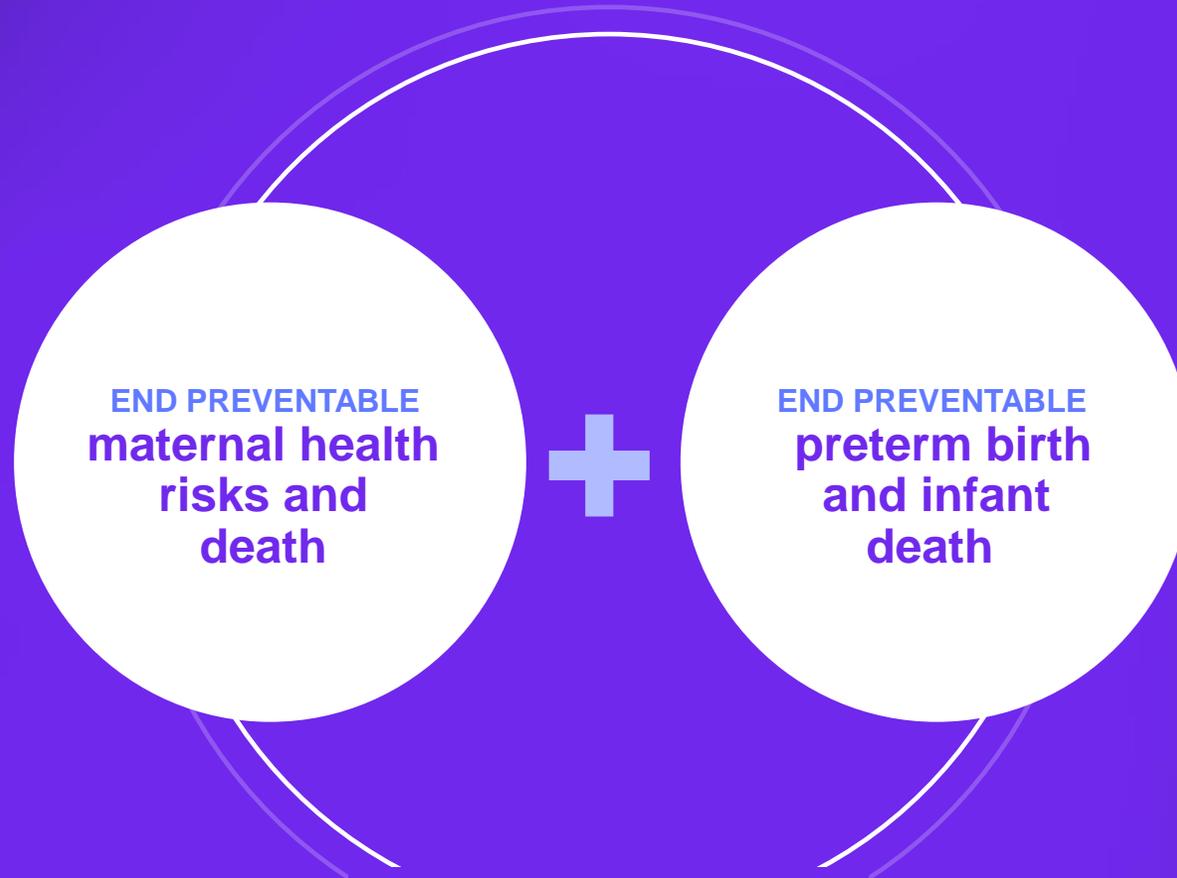
March of Dimes leads the fight for the health of all moms and babies.

OUR VISION

We believe in a world where every mom and baby is healthy, regardless of wealth, race, gender, sexual orientation, or geography.



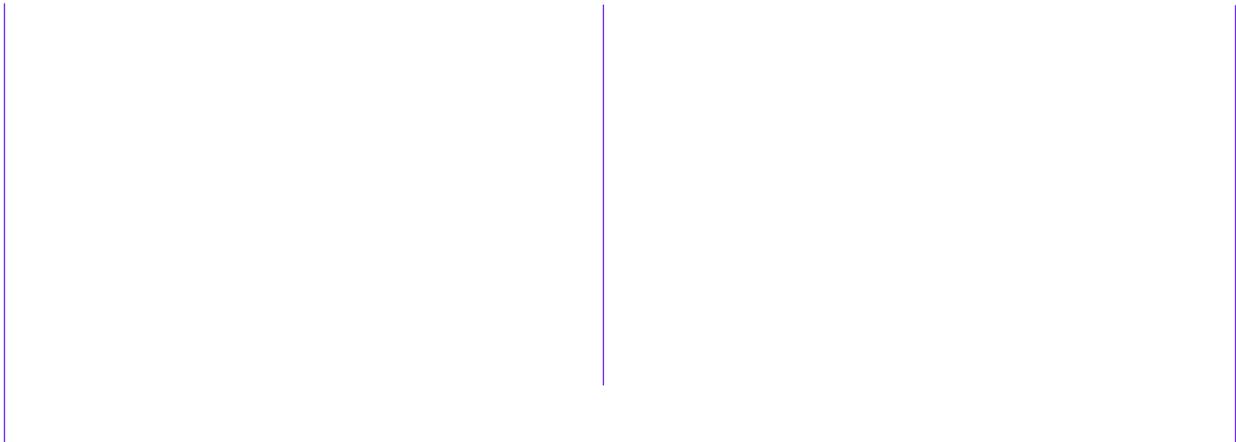
OUR PURPOSE, OUR GOALS



Close the health
equity gap
for healthy moms, strong babies

OUR WORK

How we fight for healthy pregnancies and births



OUR WORK

How we fight for healthy pregnancies and births



RESEARCH

- Prematurity Research Centers
- Research Center for Advancing Maternal Health Equity

OUR WORK

How we fight for healthy pregnancies and births



RESEARCH

- Prematurity Research Centers
- Research Center for Advancing Maternal Health Equity



DATA

- Perinatal Data Center
- Maternity care desert report
- Annual report card

OUR WORK

How we fight for healthy pregnancies and births



RESEARCH

- Prematurity Research Centers
- Research Center for Advancing Maternal Health Equity



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ADVOCACY

Shaping national and state policies, such as:

- Premie Act
- Paid Medical and Family Leave
- Protections for pregnant workers

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How we fight for healthy pregnancies and births



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EDUCATION

For providers and families:

- Implicit Bias Training
- NICU Family Support®
- Consumer health education
- Maternal mental health modules

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PROGRAMS

On-the-ground programs that increase access to quality maternity and infant care, health education, and NICU support.

OUR WORK

How we fight for healthy pregnancies and births



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PARTNERSHIPS

Strategic, equity-focused partnerships with public and private organizations at local and national levels.



THANK YOU!