

Ohio Medicaid COVID-19 Testing and Vaccination Transportation Support

Individuals enrolled in Managed Care Organizations (MCOs).

If you receive your Medicaid coverage through an MCO (Aetna, Buckeye, CareSource, Molina, Paramount, or United HealthCare), you can get help with transportation to and from a COVID-19 testing or vaccination site through your MCO or your local County Department of Job and Family Services (JFS) agency.

- You should always contact your MCO (not the county JFS) for transportation assistance to a testing or vaccination site that is greater 30 miles away, or if you need to travel using an ambulance or ambulette (wheelchair van). Your MCO will make sure you have a method of transportation that meets your medical needs.
- MCO transportation phone numbers and hours are provided below, and more information about scheduling can be found in the [MCO transportation grid](#). Most MCOs also offer transportation scheduling through their websites and/or mobile applications. Typically, MCO transportation should be scheduled at least 48 hours in advance of your appointment and can be made up to 30 days in advance of your travel date.
- County JFS phone numbers can be found in this [online directory](#).
- Additional transportation services may be available through your MCO.

MCO	Aetna	Buckeye Health Plan	CareSource	Molina Healthcare	Paramount Advantage	United Healthcare
Phone Number	855-364-0974	866-531-0615	800-488-0134	866-642-9279	866-837-9817	800-269-4190
Weekday Phone Hours	8a-5p	7a-7p	7a-7p	7a-7p	7a-7p	7a-7p

Individuals enrolled in Medicaid's Fee-for-Service (FFS) program

If you aren't enrolled with an MCO, options are available for help with transportation to and from COVID-19 testing and vaccinations sites.

- [Local County Department of Job and Family Services](#) agencies can help arrange car or van transportation. Mileage reimbursement and prepaid gas vouchers may also be offered, depending on the county you live in.
- Medicaid's [ambulette/ambulance provider directory](#) can be used to find an ambulette (wheelchair van) or ambulance transportation provider to help you get to a testing or vaccination site.
- Residents of nursing homes should work with their nursing home staff to schedule transportation to and from off-site testing or vaccination locations.

Individuals enrolled in Home and Community-Based Services (HCBS) Waiver Programs

If you are enrolled in a Medicaid home and community-based services waiver such as PASSPORT or the Ohio Home Care Waiver, you can get additional help with transportation to your testing or vaccination site.

- Transportation can be provided through an ambulette (wheelchair van) based on your needs.
- In limited cases, your waiver nursing, personal care, choices home care attendant, or home care agency may assist with transportation.
- To request transportation assistance, contact your case manager by calling:
 - PASSPORT or Assisted Living – call 1-866-243-5678.
 - Ohio Home Care Waiver – your county case management agency can be found using [this directory](#).