



Last Updated: 09/15/2026

Changes to Cardinal Care Fee-For-Service Transportation Services

This bulletin explains changes to Fee-for-Service (FFS) Non-Emergency Medical Transportation (NEMT) services.

Medical Transportation Management, Inc. (MTM Inc.) has been selected through a competitive procurement process to provide transportation services for Cardinal Care Fee-for-Service (FFS) members. These changes **do not** affect Cardinal Care Managed Care transportation services.

Fee-for-Service (FFS) Transportation

MTM will contact all Cardinal Care FFS members and facilities with standing transportation orders. They will review current standing orders for Building Independence (BI), Family and Individual Support (FIS), and Community Living (CL) Waiver services. MTM will also contact members who have standing routine orders for other FFS Medicaid services, such as:

- Chemotherapy
- Wound care
- Dialysis
- Other regular medical treatments

CL, BI, and FIS Waiver Services

Facilities will continue to schedule transportation for Intellectual and Developmental Disabilities Waiver services.

The reservation and ride assistance phone numbers will not change:

Reservation Line: (866) 386-8331

Where's My Ride: (866) 246-9979

When a member calls, they can choose the help you need, including:



- Scheduling a ride
- Ride assistance
- Answers to transportation questions

Trip Tracking and Management

Beginning **October 1, 2026** Cardinal Care FFS members can use the MTM mobile app to manage their transportation.

The app can be downloaded from the Apple App Store or Google Play Store.

(Screenshot will be added here.)

With the app, members, guardians, and facilities can:

- Schedule transportation
- Cancel transportation
- Track transportation
- View trip information

Facilities will continue to be responsible for scheduling all standing transportation for members with Intellectual and Developmental Disability (IDD) Waiver Day Support programs.

More Information

More information is available on:

- The Cardinal Care transportation website: *(link to be added)*
- The MTM website: *(link to be added)*

MTM will also contact members and guardians listed in their records to discuss transportation services, transportation providers, and pickup and drop-off times.



Members with Managed Care Plans

If you receive IDD Waiver services but your medical care is covered by a Managed Care Organization (MCO), **your transportation benefit for medical appointments will not change.**

If you have questions about your Managed Care transportation benefits, please call the phone number on the back of your Cardinal Care managed care plan card.

Information for CL, BI, and FIS (IDD Waiver) Providers

MTM will review all standing transportation orders with IDD Waiver facilities.

If a standing order needs to be changed or a new one needs to be added, the facility must continue to make those changes.

Cardinal Care Managed Care Transportation

There are **no changes** for members in Cardinal Care Managed Care plans which includes Commonwealth Coordinated Care Plus (CCCP) waivers and other Medicaid Long Term Services and Supports (MLTSS).

- Humana and Sentara members who use ModivCare will continue using ModivCare.
- Anthem members who use MTM will continue using MTM.
- Aetna members who use Medidrive will continue using Medidrive.
- United Healthcare members who use SafeRide will continue using SafeRide.

If you have questions about your transportation benefits, please call the phone number on the back of your Cardinal Care Managed Care Medicaid card.

Mileage Reimbursement

FFS members who currently receive mileage reimbursement benefits from ModivCare will now be submitting their mileage logs to and receiving payment from MTM.

There are no changes for the members receiving mileage reimbursements Cardinal Care Managed Care plans which includes Commonwealth Coordinated Care Plus (CCCP) waivers and other MLTSS.

To avoid disruption to claims payment through FFS and the MCOs providers must periodically



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Suite 1300
Richmond, VA 23219

<https://dmas.virginia.gov>

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check the DMAS provider portal, also known as the Provider Services Solution (PRSS), to ensure that the provider's enrollment, contact information, and license information is up to date, for all of the provider's respective service locations. Under federal rules, MCOs and DMAS are prohibited from paying claims to network providers who are not enrolled in PRSS. Additional information is provided on the [MCO Provider Network Resources webpage](#) and includes links to resources, tutorials and contact information to reach Gainwell with any provider enrollment or revalidation related questions. Dental providers should continue to enroll directly through the DMAS Dental Benefits Administrator, DentaQuest.

PROVIDER CONTACT INFORMATION & RESOURCES

Virginia Medicaid

Web Portal

Automated Response System (ARS)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. <https://vamedicaid.dmas.virginia.gov/>

Medicall (Audio Response System)

Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice. 1-800-884-9730 or 1-800-772-9996

Provider Appeals

DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal. <https://www.dmas.virginia.gov/appeals/>

Managed Care Programs

Cardinal Care Managed Care and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.

Cardinal Care Managed Care PACE

<https://www.virginiamanagedcare.com/en>
[Program of All-inclusive Care](#)

Provider Enrollment

In-State: 804-270-5105
Out of State Toll Free: 888-829-5373
Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE

Monday-Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available. 1-804-786-6273
1-800-552-8627



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Aetna Better Health of Virginia

<https://www.aetnabetterhealth.com/virginia/providers/index.html>

Prior Auth requests can be faxed or called to the following numbers:

Phone: 1-800-279-1878

Med4/ FAMIS Fax: 1-866-669-2454

CCC Plus Fax: 1-855-661-1828

Anthem HealthKeepers Plus

<http://www.anthem.com/>

Prior Authorization information can be found

here: <https://providers.anthem.com/virginia-provider/resources/prior-authorization-requirements>

Call Provider Services: 1-800-901-0020 TTY: 711

Fax medical prior authorization request forms to:

Inpatient fax: 1-866-920-4095

Outpatient fax: 1-800-964-3627

LTSS fax: 1-844-864-7853

Humana Healthy Horizons

<https://provider.humana.com/medicaid/virginia-medicaid>

Prior Authorization information can be found here:

<https://provider.humana.com/medicaid/virginia-medicaid/prior-authorization>

Provider Services Call Center

Submit request via Availatly porta, phone or fax:

Phone requests:

1-855-223-9868 or 1-844-881-4482 (TTY: 711)

Fax complete form to:

1-877-486-2621.

Sentara Community Plan

1-800-881-2166 <https://www.sentarahealthplans.com/providers>

Submit authorizations via portal or phone

Portal information can be found

here: <https://www.sentarahealthplans.com/en/providers/claims-authorizations/authorizations>

Phone request:

1-757-552-7474 or 1-800-229-8822

United Healthcare

www.uhcprovider.com/

1-844-284-0146

To notify UHC or request a medical prior authorization:

Portal information can be found here: UHCprovider.com/priorauth

or call provider services 1-844-284-0146

<https://vamedicaid.dmas.virginia.gov/sa>

1-804-622-8900

Acentra Health Behavioral Health and Medical Service Authorizations

Dental Provider

DentaQuest

1-888-912-3456

Fee-for-Service (POS)

Prime Therapeutics

<https://www.virginiamedicaidpharmacyservices.com/>

1-800-932-6648