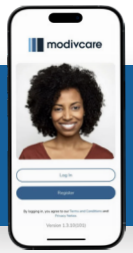
modivcare

The Modivcare App makes it easy to book your rides.



Download the App:

1. Search for “Modivcare” on the App Store or Google Play Store
2. Scan the QR code below
3. Go to **www.mymodivcare.com/modivcare-app/**

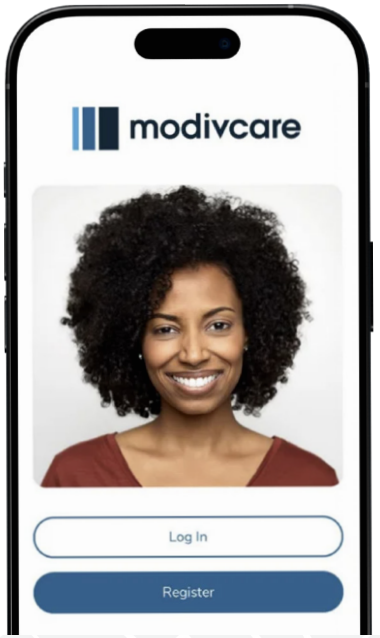


Manage and track your trips on the go.

Download the app ›

Modivcare is leading the transformation to better connect people with care, wherever they are.

Effective **September 1, 2026,** members may begin scheduling trips for travel dates on or after October 1, 2026.



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Ride Booking Made Easy

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DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

A Guide for Montana Medicaid Members

Getting to Your Appointment

What to Expect When Booking

Connect With Us

Schedule, confirm or change an appointment by using these easy-to-use options:

- **Mobile App**
- **Online Portal**
- **Chatbot**
- **Text/Call**

Tell Us About Your Trip

We will ask a few simple questions about:

- **Where you are going**
- **When your appointment is**
- **What type of ride you need**

We'll Help Determine Your Transportation Mode

If you, a family member, friend, or representative can drive, you may be eligible for gas mileage reimbursement. If another type of transportation is needed, we'll help arrange the appropriate ride.

Make a Reservation

Get the Modivcare App by scanning this picture with your phone:

Ride Booking Made Easy

With the Modivcare App, you can do everything all in one place!

Effective **September 1, 2026,** members may begin scheduling trips for travel dates on or after October 1, 2026.

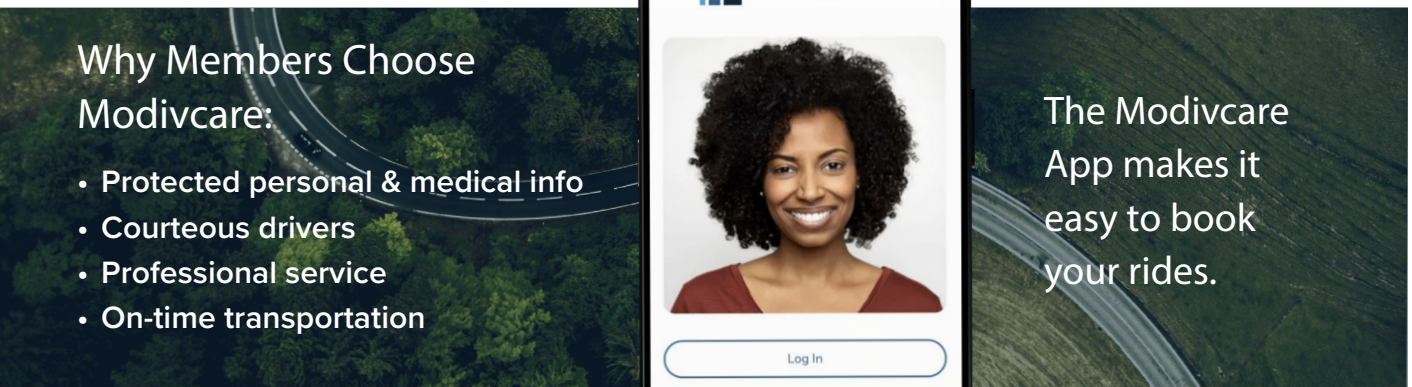
When you call/book online, please have:

- **Your Montana Medicaid member ID**
- **Name & address of medical provider**
- **Date & time of your visit**

Member Reservation Line:
(800)292-7114

TTY (Hearing Impaired): 7-1-1

For medical emergencies please call **911.**



Can I get reimbursed if I drive myself or someone I know drives me? Yes. If you, a family member, friend, or representative can provide the ride, you may be eligible for gas mileage reimbursement. Call Modivcare at (800)292-7114 to get started.

How do I submit gas mileage reimbursement? You can submit gas mileage reimbursement through the Modivcare App or by using a paper trip log available at www.MyModivcare.com. You can also call Modivcare at (800)292-7114 for help.

Who can book a ride? You, a family member, caregiver, or doctor's office can call us.

Is there a distance limit? Members are expected to visit providers closest to them. Some trips may need more review. Call Modivcare at (800)292-7114 if you have questions.

Where can I go? You can use Modivcare to get to and from appointments.

How far in advance should I schedule a trip? Schedule routine trips at least 3 days in advance.

What if my appointment is canceled or changed? Please call Modivcare as soon as you can, or at least one day before your ride.

What if my transportation is delayed? Call Member Reservation Line at (800)292-7114.