



December 2, 2015

Provider Memorandum

Beginning December 1, 2015, Molina Healthcare of Illinois will be changing our transportation provider from LogistiCare to Secure Transportation.

New Transportation Provider

Secure Transportation is a well-known provider of transportation services with 30 years of experience. Beginning December 1, 2015, for Members with routine ride reservations or general transportation billing questions, please call: **Secure Transportation at (844) 644-6353 (Medicare-Medicaid Program) or (844) 644-6354 (Integrated Care Program and Family Health Plan) 8:00 a.m.-8:00 p.m., TTY/TDD users please call 711.** They are also available 24 hours/7 days a week for any urgent or same day transportation requests.

Transportation providers who are interested in contracting with Secure Transportation can contact Mari Rodriguez at Mari.Rodriguez@molinahealthcare.

Behavioral Health Transportation Provider

For non-emergent behavioral health transport via “secure safety cars”, providers are encouraged to request these advanced services through Illinois Patient Transport, a program administered by **Advanced Medical Transport (AMT) at (877)-745-8357**. AMT’s Communication Center will directly determine the least restrictive mode of transportation based on the individual clients risk assessment, and coordinate transportation services.

If you have general questions about transportation for Molina Members or this provider change, please contact the Provider Services department by telephone at (630) 203-3965 or via email at: illinoisproviders@molinahealthcare.com

Thank you for your continued participation and providing high-quality service to our common customer, your patients and our Members.

Sincerely,

Tracy Pacheco
Director, Provider Services