Illinois Dialysis Transportation Resources

Qsource ESRD Network 10 understands that transportation is a critical part of patient care. We continue to monitor and gather resources related to transportation of dialysis patients to and from their scheduled appointments during the Coronavirus Pandemic.

If you are having issues with transportation for patients in your area related to COVID-19, please contact Network staff at **317-257-8265** or by email **NW10-Emergency@qsource.org**.

How Do I Tell My Patients to be Safe During Transport?
Share this resource from the End-Stage Renal Disease National Coordinating Center (ESRD NCC) with your patients.
- Patient Safety Tips for Dialysis Transportation

What About Ambulance Services for Transporting Patients?
- CMS Coverage and Payment Related to COVID-19 Medicare
  https://go.cms.gov/2XjoB6z
- Ambulances: CMS Flexibilities to Fight COVID-19
  https://go.cms.gov/2WPnbBR

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Plans/Services	Contact Information	COVID-19 Response
Aetna Better Health		
MTM Non-Emergency Medical Transportation (NEMT) Services	**Phone:** 888-513-1612 **Website:** memberportal.net	www.mtm-inc.net/coronavi-rus-covid-19-up-date
Blue Cross/ Blue Shield		
Logisticare	**Phone:** 844-544-1393 **Website:** member-beta.logisticare.com	
MMAI Ride Assist (Where's My Ride)	**Phone:** 844-544-1394 **Member Services Phone:** 877-723-7702	
Humana		
MTM Non-Emergency Medical Transportation (NEMT) Services	**Phone:** 855-253-6867 **Website:** memberportal.net	
IlliniCare		
Logisticare	**Phone:** 866-329-4701	
MMAI Ride Assist (Where's My Ride)	**Phone:** 877-941-0482	
Meridian		
MTM Non-Emergency Medical Transportation (NEMT) Services	**Phone:** 636-561-5686 **Website:** www.mtm-inc.net/	https://www.mtm-inc.net/coronavirus-covid-19-update/
Molina		
Secure Transportation	**Phone:** 800-856-9994 **Website:** www.securetransportation.com	www.securetrans-portation.com/covid-19/

Plans/Services	Contact Information	COVID-19 Response
CountyCare		
First Transit	**Phone:** 630-403-3210 **Website:** www.countycare.com/find-a-provider/firsttransit	www.countycare.com/members/coronavirus www.countycare.com/Media/Default/pdf/2020/COVID-19_Transport_Prior_Auth_Temp_Changes-041520-v1.pdf
CCHHS Transportation	**Phone:** 312-864-7433	
NextLevelHealth		
PAL Transportation	**Phone:** 708-708-1443	COVID-19 + patients will be transported by Elite Ambulance **Phone:** 773-429-8880 (Social Workers will schedule according to Nextlevel representative).
SCR Medical	**Phone:** 773-356-6028 or **Phone:** 773-967-6403	
CAR (Catch a Ride)	**Phone:** 773-621-3551	

For more information or to file a grievance, please contact:
ESRD Network 10 (IL)
911 E. 86th St., Suite 202 | Indianapolis, IN 46240
Toll Free Patient Line (800) 456-6919 | ESRDNetwork10@qsource.org

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