



Provider Alert

Help Members Get Free Transportation by Enrolling Your Service Location with Medicaid

When it comes to keeping appointments, finding transportation can be half the battle for Medicaid members. That's why we want you to know that UnitedHealthcare Community Plan Medicaid members can get free rides to primary care providers, specialists, dentists and pharmacies through the Texas Medical Transportation Program. This program can reduce no-show appointments and help you deliver preventive care and other services to these members.

Unfortunately, some members can't access the free transportation services because their care provider's location is not enrolled with Medicaid.

How you can help

It's easy to enroll your service location through the Texas Medicaid & Healthcare Partnership (TMHP). Please make sure that all of your service locations are enrolled; transportation cannot be authorized for members to a location that is not included in your profile.

To enroll, go to TMHP.com > **providers** > **Today I would like to ...** > [Provider Information Management System \(PIMS\) User Guide](#).

If you're already enrolled but need to add an additional service location, visit TMHP.com > **providers** > **Forms** > **Provider Enrollment Forms** > [Provider Information Change Form](#).

To help UnitedHealthcare Community Plan members arrange transportation, please call **877-633-8747 (877-MED-TRIP)**.

- For more information about the Texas Medical Transportation Program, please visit TXHealthSteps.com > **Resource Center** > [Medical Transportation Program](#).
- For enrollment assistance, please contact the TMHP Contact Center at **800-925-9126**, option 3, or the Services Program Contact Center at **800-568-2413**.
- If you have questions, please email Provider.Enrollment.Mailbox@tmhp.com. Thank you.