



FLORIDA MEDICAID

A Division of the Agency for Health Care Administration

Florida Medicaid Health Care Alert

March 17, 2021

Provider Type(s): All

Medicaid Covers Transportation for COVID-19 Vaccinations

Florida Medicaid will provide transportation to Medicaid recipients to get the COVID-19 vaccine at no cost. Recipients should set up a time to get their vaccine and let their Medicaid plan know they need a ride. Recipients who are not enrolled in a plan can call the Medicaid Helpline at 1-877-254-1055 to find out the name and phone number for a transportation service.

When scheduling a vaccine appointment, the appointment should be made several days in advance to allow time to schedule Medicaid-covered transportation.

If the recipient has any special needs (e.g., they use a wheelchair), they should tell the transportation service when the ride is scheduled. Once they know when and where they will receive the second dose, that information should be shared with the transportation provider and they will schedule the next trip.

Individuals eligible to receive the vaccine may visit <http://myvaccine.fl.gov> to find a location distributing the vaccine and to schedule an appointment.

When scheduling transportation for a vaccine, the ride should be scheduled at least three business days before the appointment. The following information must be provided to the transportation service:

- Full name
- Medicaid Identification Number
- Address (pick-up and drop off locations)
- Date of birth
- Name of health plan (if you are enrolled in a plan)
- Date and time of the appointment
- Phone number

The transportation provider may ask questions to make sure they send a vehicle that meets the person's needs. The recipient may have someone travel with them if it is medically necessary.

Recipients should be sure to call the transportation service if their appointment is canceled or changed to a different time.

A [Medicaid Transportation for COVID-19 Vaccinations flyer](#) with this information is also available on the [Medicaid COVID-19 website](#).

QUESTIONS? FLMedicaidManagedCare@ahca.myflorida.com

COMPLAINTS OR ISSUES? ON LINE <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055 

The Agency for Health Care Administration is committed to its mission of providing "Better Health Care for All Floridians." The Agency administers Florida's Medicaid program, licenses and regulates more than 48,000 health care facilities and 47 health maintenance organizations, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube\(/AHCAFlorida\)](#).

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