

Change in Molina Healthcare's transportation vendor

Effective April 1, 2026, SafeRide will replace Access2Care/MTM in providing non-emergency transportation services covered by Molina for Medicaid members. There are no changes to members' transportation benefits.

Members can continue to use **(866) 462-4857** to schedule transportation to non-emergency health care appointments. Any scheduled rides for appointments that occur on or after April 1, 2026 will be automatically transferred to SafeRide.

SafeRide is available to schedule transportation services 24 hours a day, 7 days a week. Transportation services should be scheduled as early as possible at least 48 hours in advance.

Clarifications on transportation requirements for Assisted Living Facilities is found on page 2 of this notice.

We're here to help! If you have questions about this transition, please contact your provider relations representative at MHTXProviderServices@MolinaHealthcare.com.

Nursing Facility and Assisted Living Providers can contact MHTNursingFacility@MolinaHealthCare.Com.

Thank you for commitment to serving Molina members.

Clarification of Assisted Living Facilities (ALF) Transportation Responsibilities

As Molina transitions transportation vendors, we wanted to take a moment to remind our providers of the responsibilities of transportation for members residing in ALFs. The transportation responsibilities are located within the Texas Administrative Code (TAC) [Texas Administrative Code](#)

(3) Transportation and escort.

(A) The facility must provide the client with transportation, escort, or both to:

- (i) local community areas where a client may purchase items to meet his or her personal needs or conduct personal business according to the facility's published schedule;
- (ii) recreational activities, field/community trips according to the facility's published schedule; and
- (iii) the nearest available medical provider for medical appointments, therapies, and other medical care.

(B) The facility must make arrangements for other transportation for the client to the medical care provider of the client's choice if the client's medical provider is not the nearest available provider.

Additionally, ALF responsibilities for transportation can be found in the STAR+PLUS Handbook under 7220 Description of Services. <https://www.hhs.texas.gov/handbooks/starplus-handbook/7200-assisted-living-services>

If you have questions about the transportation requirements for ALFs, please reach out to your Provider Relations representative.