



I have a right to:

- Feel safe in the car with my driver.
- NOT be inappropriately touched by the driver for any reason.
- Be picked up and dropped off on time.
 - If a driver is going to be late, I should be called at least 15 minutes before I am supposed to be picked up.
 - If I am scheduled to be picked up at a specific time, and the driver is early, I should not be expected to leave just because the driver is there.
- Know the name of the driver before they pick me up.
- Not be dropped off on a corner or at a building and just left there. The driver should make sure I get into the building safely.
- Ride in a smoke free car (Including e-cigarettes).
 - There should be no residue smoke from anyone before me.
- Have the car smell reasonably clean, not reek of body or animal odors.
- Be guaranteed that the car has its current inspection, insurance, and registration.
- Be guaranteed that the driver will:
 - Obey all laws and not be pulled over for speeding.
 - Not text while driving
 - Not talk on the phone while driving.
 - Not wear headphones while driving.
 - Know the routes before they pick us up.
 - Not having any other passengers (including friends or family) in the car with me.
- Have easily available:
 - A phone number for after-hours problems.
 - A direct line to someone if I want to report a problem.
- To be called after a problem is reported to get an update on the resolution.
- ***To refuse to get in the car and NOT be penalized if any of these rights are violated.***

The following pages include the phone numbers for the Non-Emergency Transportation Brokers

Non-Emergency Transportation Brokers

Locate your county or town on this chart to find out who you should contact.

If you live in:	You will call:
Androscoggin County — All Towns	Your broker is Modivcare at 1-855-608-5180 or submit requests online at https://www.mymodivcare.com/
Aroostook County — All Towns	Your broker is Modivcare at 1-855-608-5174 or submit requests online at https://www.mymodivcare.com/
Cumberland County – Brunswick & Harpswell only	Your broker is Modivcare at 1-877-659-1305 or submit requests online at https://www.mymodivcare.com/
Cumberland County — All Other Towns	Your broker is Modivcare at 1-855-608-5178 or submit requests online at https://www.mymodivcare.com/
Franklin County — All Towns	Your broker is Modivcare at 1-855-608-5180 or submit requests online at https://www.mymodivcare.com/
Hancock County — Town of Danforth	Your broker is Modivcare at 1-855-608-5174 or submit requests online at https://www.mymodivcare.com/
Hancock County — All Other Towns	Your broker is Modivcare at 1-855-608-5176 or submit requests online at https://www.mymodivcare.com/
Kennebec County — All Towns	Your broker is Penquis CAP at 1-844-736-7847 or visit their website at www.penquis.org
Knox County — All Other Towns	Your broker is Modivcare at 1-877-659-1305 or submit requests online at https://www.mymodivcare.com/
Lincoln County — All Towns	Your broker is Modivcare at 1-877-659-1305 or submit requests online at https://www.mymodivcare.com/
Oxford County — Towns of Porter, Hiram, Brownfield, Denmark, Sweden, Fryeburg, Lovell, Stow, and Stoneham	Your broker is Modivcare at 1-877-659-1302 or submit requests online at https://www.mymodivcare.com/
Oxford County — All Other Towns	Your broker is Modivcare at 1-855-608-5180 or submit requests online at https://www.mymodivcare.com/
Penobscot County — Town of Patten	Your broker is Modivcare at 1-855-608-5174 or submit requests online at https://www.mymodivcare.com/
Penobscot County - All other Towns	Your broker is Penquis CAP at 1-855-437-5883 or visit their website at www.penquis.org Complaint Line: 1-844-736-7227

Piscataquis County — All Towns	Your broker is Penquis CAP at 1-855-437-5883 or visit their website at www.penquis.org Complaint Line: 1-844-736-7227
Sagadahoc County — All Towns	Your broker is Modivcare at 1-877-659-1305 or submit requests online at https://www.mymodivcare.com/
Somerset County- All Towns	Your broker is Penquis CAP 1-844-736-7847 or visit their website at www.penquis.org Complaint Line: 1-844-736-72 27
Waldo County — All Towns	Your broker is Modivcare at 1-877-659-1305 or submit requests online a https://www.mymodivcare.com/
Washington County — All Towns	Your broker is Modivcare at 1-855-608-5176 or submit requests online at https://www.mymodivcare.com/
York County- All Towns	Your broker is Modivcare at 1-877-659-1302 or submit requests online at https://www.mymodivcare.com/

All complaints regarding violations of the Bill of Rights, Ride Cancellations, or Transportation Problems should be filed with:

1 – Your transportation broker as listed above.

2 – Maine Care Member Services at 207-561-5813 or 1-800-977-6740 or email to file the complaint at mainecaremember@molinahealthcare.com

Information for Complaint:

Date of Incident.

What Went Wrong

ID #