

## **Food Transportation – COVID-19 Response:**

CareSource recognizes that COVID-19 has created challenges for everyone, adding layers of complexity to routine tasks, such as getting food/groceries. Since April 2020, CareSource transportation has been providing up to 5 round trips/month for Ohio Medicaid, Ohio MyCare, Indiana Medicaid and Georgia Medicaid members for food pick-up for members with food vulnerabilities.

## **FOOD TRANSPORTATION HAS BEEN EXTENDED THROUGH DECEMBER.**

These trips can consist of the following:

1. Trip to and from a Food Bank or Food Pantry
2. Trip to and from a grocery **to pick up a grocery order** (such as curbside pickup)
3. Trip to and from a school food distribution pick up location

## **FAQs:**

### **How do I offer this to a member?**

If a member calls into Member Services and mentions food vulnerability, we can share this option with them.

If a provider asks about CareSource providing transportation to members for food trips, the provider can be directed to our transportation providers.

Care Managers, Life Coaches & Community Education Reps who are working directly with a member who expresses food vulnerability can help them schedule transportation to one of the above options.

### **When scheduling the ride for the member, is it any different than NEMT transportation?**

The same transportation rules apply; no same-day trip requests will be approved and no extensions beyond these 5 round trips/month.

When scheduling the trip, mention this is a **FOOD** trip. Transportation keeps track and reports that back to CareSource.

### **Can the member be dropped off at the grocery and picked up at a later time?**

No, this is for curbside pick-up only. The member must place the grocery order with a store that provides pick-up services, e.g. Kroger, Walmart Grocery Pickup, Meijer Pickup, etc.

The member must have their order number, store location and pick-up timeslot available at the time of scheduling as well as confirm they have sufficient funds to cover the order.