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.