



# **Aetna Better Health® of Virginia**

## **MediDrive Transportation Vendor Transition: Frequently Asked Questions (FAQ)**

Starting **April 1, 2026**, MediDrive will manage all rides covered by your health plan. ModivCare will no longer handle transportation benefits after this date. Use this FAQ to help answer any questions you may have about this change.

- 1. Why is Aetna Better Health of Virginia changing transportation vendors?**  
We want to make sure you have the best quality service. We chose MediDrive to help make getting rides easier and better for you. This change will help ensure you have access to reliable rides.
- 2. When does this change take effect?**  
MediDrive will replace ModivCare on April 1, 2026.
- 3. Will my transportation benefits change?**  
No. Your transportation benefits and limits remain the same. Only the vendor managing your rides is changing. You will continue to have access to all covered transportation services as before.

Unlimited rides are available for medical appointments and pharmacy as part of your transportation benefits.

As part of your enhanced benefit, you get free rides (15 round trips or 30 one-way trips each year) to places like the grocery store, farmers market, food bank, place of worship, library, gym or exercise class, DMV, WIC, and Social Security Office.

The benefit is available to you with no prior authorization required. Members aged 18 years or older can schedule a ride and accompany a minor child. Trips are limited to 30 miles one-way.

**4. Will the benefit amounts reset on April 1, 2026?**

No. The benefit amounts will not reset on April 1. The benefit is run on a calendar year basis. You can take 15 round trips or 30 one-way trips each year to the above-mentioned places. Any trips taken between January and March 2026 will be calculated, and remaining balances will transfer over to MediDrive.

For example, if you have used **10** round trip rides before April 1, 2026, you will have **five** round trips left to use with MediDrive for the remainder of 2026.

**5. Do I need to take any action?**

No action is required from you. The transition will be automatic. All existing transportation arrangements will continue through MediDrive.

**6. How do I schedule rides after April 1, 2026?**

Members can schedule rides through MediDrive. Call the number on the back of your ID card to get started. For more details, visit:

[aetnabetterhealth.com/virginia/transportation-services.html](https://aetnabetterhealth.com/virginia/transportation-services.html)

**Learn more**

Call Member Services at **1-800-279-1878 (TTY: 711)** if you need more help. We are available 24 hours a day, 7 days a week.

Aetna Better Health of Virginia