



How to File a Virginia Medicaid Complaint

Virginia Medicaid complaints should be reported to the Ride Assist Call Center at 866-386-8331, Option 2 for Ride Assist. A complaint number will be assigned and provided at the time of the call. If there is additional information to be provided, you may call back and add it to the initial complaint.

If a complaint is on-going, unresolved or egregious you may complete a form to expand the detail of your complaint. Click the link below and complete a WeCare form.

<https://wecare.logisticare.com>

When all avenues have been exhausted with Modivcare and your complaint has not been resolved, you may escalate your issue to DMAS (e.g. an issue goes unresolved by Modivcare, repetitive nature, serious concern, or an accident or incident). Please fax the complaint to 804-371-6035 or contact your DMAS regional representative.

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