

# ***Know Before You Go:*** **Transportation To and From** **Medical Appointments**

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*If you need help with transportation related to your medical care, you have options. Please read below to understand MassHealth's rules and more.*

## **MassHealth Transportation**

If you are a MassHealth patient and in need of transportation, the following transportation options may be helpful to you. Please contact MassHealth Customer Service at **1-800 841-2900** with questions about the full range of transportation services available to MassHealth members.

### **Use of Taxi Cabs for Non-Emergency Medical Visits**

MassHealth provides non-emergency transportation services to and from medical appointments. The General Guidelines for non-emergency services are:

- You are not able to use public transportation, have no public transportation in your area, and have no means of transportation with family or friends; and
- Your medical provider must authorize your need for transportation by completing a Prescription for Transportation (PT-1) form prior to your scheduled visit; and
- Transportation must be to and from a MassHealth provider for a MassHealth-reimbursable service.

There are no exceptions to these Guidelines. Please call the MassHealth Customer Service Center for more information at: 1-800-841-2900.

### **Use of Ambulance or Wheel Chair Vans for Non-Emergency Medical Visits**

MassHealth limits the use of ambulances and wheel chair vans for nonemergent visits to certain limited circumstances. Ambulances and Wheel Chair vans are allowed for:

- Those who use wheelchairs, or
- Those who must be carried up or down stairs (because they are unable to walk up or down stairs or cannot walk without the help of two people), or
- Those whose severe mobility handicaps prevent them from using public, dial-a-ride (like this area's "The Ride" service explained on the next page), taxi transportation, or
- Medical conditions that require transport by an ambulance, or
- If you medically need an ambulance or a wheelchair van for a nonemergent visit, in this case your doctor must sign a "Medical Necessity Form," or

If your doctor determines that **you do not medically need an ambulance or wheel chair van**, then you must take public transportation or call a family member/friend to take you home. If you are unable to find a ride home from a medical appointment, you may ask to speak with a social worker who may be able to assist you. Please note that in a medical emergency, MassHealth will pay for transportation to the hospital via an ambulance. If you have other questions about MassHealth transportation, please call the MassHealth Customer Service Center at **1-800 841-2900**.

## **Frequently asked Questions about MassHealth Transportation**

### ***Who qualifies for MassHealth Transportation?***

To qualify for non-emergency transportation, a member must have MassHealth Standard, CommonHealth, or other transportation-eligible coverage, and must also meet the General Guidelines listed above.

### ***What is a PT-1 form?***

A PT-1 form is a Prescription for Transportation form that must be completed and signed by your healthcare provider and mailed or faxed to the MassHealth Customer Service Center prior to your scheduled visit.

### ***Will one PT-1 form cover all my medical transportation needs?***

A separate PT-1 form is needed for each MassHealth provider, site and MassHealth reimbursable service that a member attends or receives. If you have more than one provider at the hospital, you will need a separate PT-1 form for each provider and service that you receive.

### ***How long does it take to process my PT-1 form?***

A PT-1 form can take up to 5 days to process. If you need transportation more quickly than that, you or your provider may call MassHealth customer service at 1-800-841-2900 for a verbal authorization, but you are only allowed one verbal authorization per provider per lifetime. A verbal authorization is good for up to two weeks. After that, a standard PT-1 form must be submitted.

### ***Will I be notified if I am approved or denied service?***

You will be notified of an approval or denial in the mail once your PT-1 form has been processed. If you are approved, you will also receive a letter from your Regional Transit Authority (RTA) explaining their procedures and policies for setting up rides with them. If you are denied, you may appeal the denial.

### ***I would like to travel with a specific cab company because I like them best. Can I do that?***

No, because if your PT-1 is approved, you will be assigned to a Regional Transit Authority (RTA) in your area who will serve as the coordinator of your transportation needs. You must call the RTA to set up your rides and they will assign a cab service to pick you up.

### ***Can I stop at the pharmacy or grocery on my way home from a medical appointment?***

No, because MassHealth only provides transportation to and from MassHealth medical service providers for MassHealth covered services. There are no stops allowed, even at the pharmacy to pick up a prescription. Transportation to a pharmacy is not a covered service.

# The Ride

The Ride is a transportation service provided by the Mass Bay Transportation Authority (“The T”) for individuals who are unable to use public transportation all or some of the time, because of a physical, cognitive or mental disability. The Ride is available to anyone who meets the medical criteria. **You do not need to have MassHealth to qualify.** The Ride is a door-to-door, shared ride service. This means that you must be able to meet the driver outside and that you will be traveling with other people. It is not a private taxi. They have lift vans which can serve persons who use a wheelchair or scooter. The Ride can provide rides to and from any destination within the Ride’s geography which would include anywhere the trains and busses travel. Examples include doctor’s appointments, church, BINGO, visiting friends, shopping etc.

## ***How do I qualify?***

In order to qualify, you must submit an application and meet the medical criteria. An application is filled out by you and by your licensed healthcare provider and then mailed in. Once the application is received by the MBTA, it will take 21 days for them to decide. You will receive a letter in the mail letting you know if you are approved.

## ***How much does it cost?***

The one-way fare for each registered passenger is \$2.00. If you are traveling with someone who cares for you (PCA) there is no cost to that person.

## ***How do I get an application?***

You can download an application from [The Ride](#) or call them at 800-533-6282 or 617-222-5123.