



Tips For Scheduling Non-Emergency Medical Transportation

Remember...

- **Transportation companies stay booked weeks in advance. When possible, schedule transportation 2 weeks before your appointment.**
- **Most transportation companies require at least 48 hours/2 days advance notice to schedule a ride.**

If You Have Medicare

Medicare will cover an ambulance in emergencies, but not rides to non-emergency medical appointments. If you only have traditional Medicare, you can pay for transportation out of pocket. Search for paratransit companies in your area to get prices and instructions on how to schedule a ride.

If You Have a Medicare Advantage Plan

If you have a Medicare Advantage Plan, they might help pay for transportation that traditional Medicare doesn't cover. Medicare advantage plans usually require prior authorization if they cover non-emergency medical transportation. Call the insurance company that administers your Medicare Advantage plan for your policy details.

If You Have Medicaid

Medicaid offers non-emergency medical transportation to and from medical appointments when an individual has no other access. When you enroll in Medicaid, you will receive instructions on how to schedule a ride. If you have questions, go to your state Medicaid website for details on who qualifies and how to schedule transportation.

If You Have Private Insurance

Some private insurance companies cover transportation to medical/dental/vision and pharmacy visits, and other covered services. Call the customer phone number on the back of your insurance card to find out if your policy covers non-emergency transportation.

If You Use Public Transportation

The Americans with Disabilities Act guarantees people with disabilities equal access to public transportation. Public transportation providers cannot refuse to provide you with transportation because you have a disability.

Paratransit

Paratransit is a pre-scheduled pickup and dropoff service for people with disabilities who can't use regular buses or trains. Most paratransit systems operate a "shared ride" service, which means that other riders with disabilities will likely be riding with you. Paratransit must be comparable to the level of service provided to non-disabled persons who can use the transit system. Paratransit service cannot place restrictions or priorities based on the purpose of your trip. Check with your local public transportation provider to get services established.

