

# Using MassHealth Medical Transportation

## How it Works:

1. MassHealth approves your Prescription for Transportation (PT-1).
2. They fax the approval to the **Transportation Company** for your area. This Transportation Company schedules your rides.
3. The Transportation Company may use other transportation **Vendors**. The Vendors are the ones who actually drive you. You will always have the same Vendor both ways in one day, but you may have different ones on different days.
4. MassHealth will send you a letter that says you are approved and the contact information for your Transportation Company. Or you can call MassHealth to get the contact information – MassHealth 800-841-2900.

Note: MassHealth will only allow transportation to and from addresses listed on the PT-

1. If you have a medical appointment at a different address, you need a new PT-1 for that address.

## To Schedule Your Trip:

1. **Call your Transportation Company at least 3 BUSINESS days in advance.**
2. **If your appointment may finish after 5 p.m., tell the Transportation Company in advance.** They need to know to use a Vendor that runs after 5 p.m.
3. You may schedule transportation in advance as long as your PT-1 form is valid.

## To Cancel Your Trip:

**You must call your transportation company to cancel a trip at least an hour before the pick-up time** (see the bottom of next page for contact information).

If you fail to cancel a ride with enough notice, you are penalized with a “no show”. After 3 “no shows” your Transportation Company may temporarily suspend your account.

## Timing of Your Trip:

- Your Transportation Company will notify you of your pick-up time when you book. Note that most rides are shared, so you may be picking-up others on the way.
- You need to be ready and waiting 15 minutes before your pick-up time. If your medical appointment is at 9:00 a.m., and your pick-up time is at 8:00 a.m., you should be ready and waiting by 7:45 a.m.
- **The Vendor is allowed to arrive up to 15 minutes AFTER the scheduled pick-up time.** If your pick-up time is 8:00 a.m., your ride is not considered late until after

8:15 a.m. Make sure to wait the full 15 minutes after the pick-up time before calling the Transportation Company.

### Options for The Trip Home:

1. You can schedule the time the Vendor will come to the hospital for your trip home. To be safe, allow lots of extra time. Otherwise, if your appointment runs late, the Vendor will **not** wait for you, and you may be left without a ride home.
2. Or tell the Transportation Company that you will call when you are ready to go home.
  - The Vendor is expected to pick you up within 1 hour of the time you call.
  - Call only once you are ready and waiting (**after** that trip to the gift shop, cafeteria, or rest room).

### Medical Escorts and Children:

- You are only allowed to bring a medical escort if this is specified on your PT-1.
- You may only bring your children if they are under 18 years old and would otherwise be left alone.
- **In either case you must tell the Transportation Company in advance** so they can save room in the vehicle.

### Problems:

If you have a problem that you cannot resolve on your own, call the Transportation Company and speak with their complaints department (see numbers below).

### Your Transportation Company is:

**MART 1-800-854-9928** or use the online portal: [cp-mart.gryde.com](http://cp-mart.gryde.com)

**GATRA 1-800-431-1713** or use the online portal: [cp-gatra.gryde.com](http://cp-gatra.gryde.com)