

# The RIDE: 30-Day Medical Necessity Approvals

## Patient Instructions

1. Do you live in a community in the MBTA service area, but are unable to use public transportation because of a **new** illness or disability (diagnosed within the last three months)? Do you also have medical appointments before you would be able to apply for The RIDE? If you answered “yes” to both questions you may qualify for a 30-day Medical Necessity approval
2. You can start the process by calling the MBTA mobility center at 617-337-2727 and request an intake for a 30-Day Medical Necessity approval. When calling it is helpful to have the email address or fax number of your provider to share with the MBTA. Once the intake is complete The RIDE will email or **fax a form for your provider to complete and return.**
3. Eligibility Center staff should respond to the provider within 48 hours of receipt of the completed form and provide your new RIDE ID number. **You will need your ID number to deposit money into your account before you can use The RIDE.**
4. There are 4 ways to **deposit money to your The RIDE account:**
  - A. **Online:** [commerce.mbta.com/TheRide/](https://commerce.mbta.com/TheRide/)  
Allow 2 business days for value to post to your account.
  - B. **Call 1-888-844-0355**, 7AM - 8PM Monday to Friday and 9AM - 5PM Saturday and Sunday. Allow 1 hour for money to post to your account.
  - C. **Mail** a check or money order noting your RIDE ID # to  
*MBTA - The RIDE*  
P.O. Box 845097  
Boston, MA 02284-5097  
Allow 5 business days for posting.
  - D. **Visit:** The CharlieCard Store is temporarily relocated to the State Transportation Building at 10 Park Plaza in Conference Room 6 on the 2nd Floor: Monday- Limited Appointments Available, make an appointment at:  
[outlook.office365.com/book/CharlieCardStoreAppointments@mbta.com](https://outlook.office365.com/book/CharlieCardStoreAppointments@mbta.com)  
/Tuesday through Friday, 8:30 a.m. to 5:00 p.m. There are accessible entrances located on Charles Street, Stuart Street, and Boylston Place. Posting is within 1 hour.
5. Once your deposit is posted to your account you can **schedule transportation:**

- A. **Call 844-427-7433 to schedule rides OR reserve online at [mbta.com/trac](https://www.mbta.com/trac).** (Login with your RIDE ID# and your password is your date of birth using MMDDYY format.)
  - B. **Reservations must be made at least 1 day in advance. The RIDE will call the evening before your trip to confirm if they are able to fulfill the request.**
  - C. Most **one-way** rides cost \$3.35 (\$6.70 round trip). Some trips are subject to a premium fare of \$5.60 each way (\$11.20 round trip). Reservationists should tell you the cost when you call.
    - RIDE customers enrolled in the senior or income-eligible reduced fare programs can receive discounts on The RIDE standard and premium trips.
      - **Senior reduced fares:** <https://www.mbta.com/fares/reduced>
      - **Low Income Reduced fare** – MA residents age 18-64 with low income may qualify for half-price fare. Learn more and apply: <https://www.mbta.com/fares/reduced/income-eligible>. You then would link that discount to your The RIDE account.
    - A Personal Care Attendant (PCA) may travel with you for free.
6. **To continue service beyond 30 days you must set up an appointment for an in-person assessment within 10 days of approval. Call The RIDE Eligibility Center at 617-337-2727.** They will provide transportation to the appointment if needed.
- a. **The RIDE has a partnership with Uber and Lyft for on-demand service (only available after in-person approval).** Learn more: [mbta.com/accessibility/the-ride/the-ride-flex](https://www.mbta.com/accessibility/the-ride/the-ride-flex)