

The MBTA's The RIDE: 30-Day Medical Necessity Staff Tips

Medical Necessity provides 30 days of full The RIDE service when requested by hospitals or other health facilities to deal with a **medical emergency**.

- Examples: a newly discharged patient who has follow-up appointments, a new dialysis patient, or a patient starting cancer treatment.
- Patients must have a **recent and unexpected** condition that makes them **unable** to use regular bus/subway service.
- Patients should have an upcoming medical appointment(s) that will occur before they would otherwise be able to apply through the in-person assessment process.
- **The request for 30-Day Medical Necessity must come from medical facility staff.**
 - Requests accepted from medical providers including psychiatry, social workers, discharge planners, case managers and resource specialists.
- **Complete the [Request for 30-Day Medical Necessity for THE RIDE form](#) and return by fax** (instructions are on the form).
 - **TIP:** Check the fax confirmation and/or call to ensure fax was received.
- Allow up to 48 hours for processing. **The Ride Eligibility Center staff will contact you with the patient's RIDE ID number. The patient will need the ID number to set up his/her account, so please contact the patient to relay it.**
- **Using this ID number, the patient must set up an account and deposit money** for payment before using The RIDE. Depending on the payment method, it can take up to 5 days to process (see [Adding funds to your RIDE account](#)).
- **Applicants are required to make an appointment for an in-person assessment within 10 days of approval.**
 - This is important to avoid gaps in service. Medical necessity is a one-time, 30 day approval. **There are no extensions.**

Note: Due to the Eligibility Center's processing time and the time required to process deposits before one can use The RIDE, please allow up to a week for service to begin.

Natick and Framingham residents are not served by the MBTA. The MWRTA provides The RIDE service to these communities. The MWRTA does **not** offer 30-Day medical necessity approvals. See [Natick & Framingham- MWRTA Applications](#).