

Know Before You Go



You should be ready 15 minutes before scheduled pickup time.



You may not eat or drink while being transported to or from medical services.



Both you and the van staff must wear seatbelts at all times while in the vehicle.



Smoking (including e-cigarettes) is not allowed in any of the vehicles.



Transportation service is curbside-to-curb, not door-to-door.



Drivers are not allowed to make any unscheduled stops (for example, pharmacies, fueling stations, coffee shops, convenience stores, etc.).



Drivers are not allowed to use a phone while driving.



If you do not know your return time, you may have to wait up to 60 minutes for the transportation company to get a vehicle to your pickup location.



If you have multiple residences, please contact the CSC to inform them. You will be authorized only for the addresses on the PT-1 form. You can reach the CSC at 1-800-841-2900 (TTY: 1-800-497-4648 for those with partial or total hearing loss).



MassHealth provides non-emergency ambulance service if your medical condition requires an ambulance. The staff will be able to enter the home to provide further assistance.

Contact Information

Any service comments or complaints should be directed to your assigned broker.

For any other general questions, please feel free to contact the CSC at 1-800-841-2900 (TTY: 1-800-497-4648 for those with partial or total hearing loss).



This information has been provided by the Human Service Transportation Office (HST) of the Commonwealth of Massachusetts' Executive Office of Health and Human Services (EHS).

www.mass.gov/HST

HUMAN 
SERVICE 
TRANSPORTATION 

MassHealth Transportation

Provided by the
Human Service
Transportation Office




A Guide for Providers
and Members



MassHealth Transportation

As a MassHealth member, you may be eligible for non-emergency transportation to and from your MassHealth covered services when you are unable to access public or private transportation.

For example, services include but are not limited to

-  doctors' appointments
-  counseling
-  day habilitation

To find out if you qualify for transportation benefits, please contact the MassHealth Customer Service Center (CSC) at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss).

Your Transportation Broker

If you are approved for MassHealth transportation, we will assign a transportation broker to you. Only your broker can arrange rides for you.

After you set up transportation for the first time, your broker will send you a welcome letter with additional information and full contact info.

Brokers oversee their contracted transportation companies. Brokers check the criminal records database (CORI) and the Registry of Motor Vehicles yearly to ensure that drivers and monitors are eligible to provide service to MassHealth members.

Vendor staff must pass a drug and alcohol test. Vehicles are inspected at least yearly, and more frequently if needed.

Frequently Asked Questions

Who qualifies for MassHealth Transportation?

Any MassHealth member within a category that includes transportation-eligible coverage (Standard, CommonHealth, CarePlus, or others) can qualify.

If eligible, how would I apply for service?

Your MassHealth medical provider must complete and sign a Prescription for Transportation (PT-1) form on your behalf. This form can be completed online, faxed, or mailed to the CSC.

How long will it take to process my PT-1 form?

It can take up to three business days for us to process it once we receive it. If you need transportation sooner, your medical provider can contact the CSC at 1-800-841-2900 (TTY: 1-800-497-4648) for a verbal authorization.

How will I know if my PT-1 has been approved or denied?

You will receive a letter in the mail informing you that your PT-1 has been approved or denied. If you're approved, you will receive instructions on how to set up your transportation. If denied, you will be given a reason for the denial and information on how to appeal it.

How do I schedule transportation once it is approved?

Please contact your transportation broker to schedule transportation services.

Whenever possible, please schedule trips at least three days in advance.

Are will-call rides available?

If the time of your return trip is unknown, you may elect to set up a will-call ride. After your medical appointment is over, you will contact your transportation broker for a ride home. The broker then has up to 60 minutes to provide a transportation company to conduct the trip.

Can I pick my own transportation company?

Transportation is set up through transportation brokers, and it is their job to assign trips. You cannot select your transportation company.

Can I bring a friend or family member (escort) if I cannot travel on my own?

If it's needed, your medical provider can request an escort via the PT-1 form. If approved, you may bring an escort to your medical services.

Will I be riding alone to my medical services?

You may be sharing rides with other MassHealth members.

Before working with members, transportation staff must have training in the following areas.

- Accident and Incident Reporting Procedures
- Correct Use of Seat Belts
- Defensive Driving
- Human Rights and Sensitivity
- Massachusetts Driving Rules and Regulations
- Proper Wheelchair Securement

Ninety-nine percent of all trips provided by brokers are on time and complaint free. If you have an issue with your transportation, you should call your broker. MassHealth will give you your broker's toll-free phone number to process complaints once your PT-1 has been approved.

