



Do you need transportation to a medical appointment?

Did you know that if you need transportation to a medical appointment and you have MassHealth, MassHealth may provide you with a ride?

How Can I Get A Prescription for Transportation?

- Get a prescription for transportation (PT-1) for you or your child by asking your doctor or other health care provider to submit a request to MassHealth. MassHealth will review your doctor's request to decide whether or not you are eligible.
- A PT-1 can be used for any of your MassHealth providers including doctors, therapists, dentists, counselors, etc.
- Once MassHealth approves the request for transportation, you will be notified by MassHealth and can call the Montachusset Regional Transit Authority (MART) to schedule a ride for your appointments. You can contact MART by calling 978-353-0333 or 1-800-854-9928 press 2. You must give MART time to find a driver and vehicle! Call no later than 48 hours before your appointment.
- The PT-1 is good for the authorized number of appointments with the doctor who requested it. If you have more than one health care provider, each one will have to submit a separate PT-1 request.

What If MassHealth Denies my Transportation Request?

- Your doctor can resubmit the request with more information. You will receive a denial letter that may tell you that your doctor's request was missing some important information. In that case, ask your doctor to submit a new PT-1 request and add the information that is listed in your letter from MassHealth.
- You Have The Right to Appeal. If MassHealth denies your request for transportation, you can appeal. You must fill out the "request for a fair hearing" form on the back of your denial letter within 30 days. Ask your doctor or call Health Law Advocates at 617-338-5241 for help.

Alternative pick up & drop off sites

- Where can I be picked up or dropped off? If you or your child need to be picked up somewhere other than home, your doctor must include that address on the PT-1 request. For example, if your son needs to be driven from school to his doctor's office, your doctor needs to put the school address on the PT-1 request form as an alternative site.
- If you need to add or change a pick up location, call MassHealth customer service at 1-800-841-2900 immediately.

Complaints

If you have any type of complaint (such as a late ride, a problem with the vehicle or driver) call MART to document your complaint. You cannot be retaliated against for filing a grievance. You can also call MassHealth to make complaints at 1-800-841-2900 in order to notify MassHealth of problems with MART's service. Calling to make complaints can only result in improved service in the future.

**For more information and for legal help, please contact Health Law Advocates,
30 Winter Street, Suite 1004, Boston, MA 02108, Phone: 617-338-5241.**