

NON-EMERGENCY MEDICAL TRANSPORTATION FOR COUNTYCARE MEMBERS

As a CountyCare Member, First Transit can help you get a ride to and from your **medical appointments**. You can go to your doctor's office, to a clinic or to a hospital as long as you have an appointment and the service is covered by CountyCare's plan. We can arrange for a transportation company to drive you to an appointment or provide bus or train tickets to get there and back.



First Transit is not a transportation company. We help **arrange** and **pay for** your rides to your medical appointments.

WHAT INFORMATION DO I NEED TO HAVE WHEN I CALL?

- Your 9-digit member ID number
- Your name (we may need to get your "OK" to talk with the person calling for you)
- Your pick-up address and phone number
- Confirmation that you are going to a doctor's appointment
- The name of the office/clinic/hospital where you are going
- The address and phone number where you are going
- The name of the doctor you will be seeing
- The appointment date and time
- If you use a walker, wheelchair, or cane
- If you can travel by yourself

HOW FAR IN ADVANCE DO I NEED TO CALL?

Unfortunately, because our providers are subcontractors, or independent companies that have enrolled with the state, and not First Transit employees, the process of finding you a transportation company can take a couple of days:

1. After you make your reservation, we offer your trip to a provider and wait for their response
2. If they cannot take you, we contact a second provider and offer them the trip
3. If the second provider cannot take you, we will contact a third provider, and so on, until a provider has been found or we have exhausted our options



Because of this, we ask our members to contact us **no less than 2 business days before the date of their appointment**. In urgent situations, we attempt to find a provider for a same-day or next-day request.

WHY DO I HAVE TO GIVE MY INFORMATION EVERY TIME I CALL?

In order to ensure that you receive your transportation benefits, for every ride we process, First Transit is required to:

1. Verify you have ***current eligibility*** to receive free transportation for the day of the trip. Because eligibility can change daily, we need to check it for every trip, every member.
2. Ensure that your Protected Health Information (PHI) stays ***confidential*** according to federal law. If it's not you on the phone, the government requires that we ask your permission.
3. Schedule your trip by means of the ***lowest cost available consistent with your needs and the origin and destination of the trip***. To verify the appropriate mode of transportation according to your medical need, First Transit may request to receive a Certificate of Transportation Services (CTS) Form (First Transit's doctor's statement); the CTS Form can be completed and sent to First Transit by a licensed medical professional, like your doctor or nurse.
4. Ensure that you are travelling to a ***covered medical service*** and to the ***closest appropriate medical provider***. Not every medical service is covered by your plan. We need to ensure that every ride is covered and is going to a location that is the closest to your pickup address.

Along with our need to follow rules and regulations, we understand that things often change with our thousands of members: addresses, phone numbers, and personal circumstances.



Thank you in advance for helping us select the best transportation service for you for many years to come!