



Important Member Notice:
Non-Emergent Ambulance Transition Effective 1/1/2022

On January 1, 2022, scheduling of all non-emergent ambulance trips will transition to the Illinois Department of Healthcare and Family Services Fee for Service (HFS FFS) as a result of [Public Act 102-0661](#). CountyCare will no longer be scheduling non-emergent ambulance trips.

When you need a non-emergent ambulance trip scheduled, you will call First Transit FFS directly at 877-725-0569 (Monday through Friday, 8 a.m. to 5 p.m. CST). It is important to note that First Transit FFS is the Department's prior approval vendor and is not a transportation broker.

When you or your provider contacts First Transit FFS to request non-emergency ambulance services, First Transit FFS will initially verify your eligibility and will ask a series of questions to determine if you meet the medical necessity criteria to support the usage of non-emergency ambulance transportation. If you are eligible, First Transit FFS will then send you a list of ambulance providers for you to call and schedule your trip. If you are having issues scheduling a trip, you can call First Transit FFS again or contact your care coordinator for assistance. You will then need to contact First Transit FFS again to finalize the trip. A Physician Certification Statement (PCS) form will still be required for all non-emergent ambulance trips.

Please note, only non-emergency ground ambulance transportation services will be moving from CountyCare to First Transit FFS for handling. All other transportation requests for other various types of transport (Air Ambulance, Medicar, Service Car, Taxi and Private Auto) will remain the same.

You can call CountyCare Member Services at 312-864-8200, 711 (TTY/TDD) with questions or you can also contact the Bureau of Professional and Ancillary Services at 877-782-5565 for fee-for-service issues.