

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** at no cost to you. You can schedule rides for medical appointments such as dialysis, physical therapy, doctor visit or lab services if you have an appointment and the service is covered by CountyCare.



When you call to schedule your appointment, First Transit will arrange for a transportation company to drive you round trip to your appointment or provide bus or train tickets to get you there and back.

IMPORTANT: As of January 1, 2022 non-emergent ambulance trips are transitioning to Illinois Department of Healthcare and Family Services Fee for Service (HFS FFS). If you are needing to schedule a non-emergent ambulance trip, you will need to contact First Transit Fee for Service at 877-725-0569 (Monday through Friday, 8am to 5:00pm CST) for assistance.



WHAT NUMBER DO I CALL TO SCHEDULE TRANSPORTATION?

Please call **630-403-3210** and:

- Press #1 for Spanish
- Press #2 for **real-time** assistance with a ride on the day of your appointment
- Press #3 to schedule, modify, or cancel a ride

Please call **877-725-0569** for **non-emergent ambulance trips only**.

WHAT INFORMATION DO I NEED TO HAVE WHEN I CALL?

- . Your Medicaid Recipient ID Number
- . Your name and date of birth*
- . Your appointment date and time
- . Your pick-up address and phone number
- . Confirmation that you are going to a doctor's appointment
- . The name of the medical facility you are traveling to and the doctor's name
- . The drop off address and phone number
- . The type of transportation needed such as wheelchair or regular vehicle
- . Any special needs such as walker, wheelchair, or cane
- . If you'll have an attendant with you during transport

****If someone is calling on your behalf, we may need to get your approval to speak with them.***

HOW FAR IN ADVANCE DO I NEED TO CALL?

For routine appointments, please contact us **no less than 72 hours before the day of your appointment**. If your medical provider verifies your appointment is urgent, we will accept same day or next day requests.

Whenever possible, please call **no less than 72 hours before the day of your appointment** to modify or cancel your ride.



QUESTIONS?

Q: Why was my request for a non-emergent ambulance trip denied?

A: As of January 1, 2022 all non-emergent ambulance trips will be covered by HFS Fee for Service (FFS). Please call 877-725-0569 (Monday through Friday, 8am to 5:00pm CST) for assistance. First Transit FFS will then provide you with a list of transportation providers for you to call and schedule your non-emergent ambulance trip with.

Q: What happens if I am having trouble getting my non-emergent ambulance trip scheduled?

A: You can call First Transit FFS (877-725-0569) again or contact your care coordinator for assistance.

Q: Why do I need to give my information each time I call?

A: First Transit is required to ensure you meet eligibility requirements for transportation. Because those requirements can change, we need to verify your information for every trip.

Q: Am I able to request a specific Transportation Providers?

A: Yes, however First Transit must schedule your trip with the most appropriate provider which is based on your needs, location, and availability. This means you may receive a different provider than requested.

Q: Am I able to request to ride alone?

A: To ensure that Transportation Providers are able to provide the maximum number of rides, trips are shared with other Members traveling to locations in the same service area.

Q: What if my Transportation Provider is running late?

A: Travel times can be affected by things like traffic or inclement weather, if your Provider is running more than 10 minutes behind, please call First Transit at 630-403-3210, press #2 and a Representative will assist you.

Q: I am ready to be discharged from the hospital, am I able to schedule my ride home?

A: First Transit is unable to accept hospital discharges from Members. Hospital staff must schedule discharges to ensure we have all information needed to properly schedule your transportation.