

CountyCare Non-Emergency Transportation

Dear CountyCare Member,

Transdev can arrange transportation to and from your medical appointments at no cost to you. You can schedule rides for **medical** appointments such as dialysis, physical therapy, primary care visits and lab services if you have an appointment and the service is covered by CountyCare.

When you call to schedule your appointment, Transdev will arrange for a Transportation Provider to transport you round trip to your appointment or provide bus or train tickets.

Scheduling a Ride

If you are able to ride in a regular vehicle such as a sedan or minivan **or** you need a wheelchair vehicle, please call **630-403-3210** to schedule a ride:

- 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

For non-emergency **ambulance trips only**, please call **877-725-0569**.

NEW You can also book trips **online** at <https://medride-il.firsttransit.com>. You will need to register for a new account before you can book your trips.

Please have the following information ready to book a trip to your **medical** appointment online or by phone:

- ✓ Your Medicaid Recipient ID Number
- ✓ Your name and date of birth
- ✓ Your pickup address and phone number
- ✓ The name of the medical facility you are traveling to and the doctor's name
- ✓ The drop off address and phone number
- ✓ The mode of transportation needed such as wheelchair or regular vehicle
- ✓ Any special needs such as a walker, wheelchair, or cane
- ✓ If an attendant will be traveling with you. Attendants must be medically necessary.
If someone is calling on your behalf, we may need to get your approval to speak with them.

Frequently Asked Questions

Q: How far in advance do I need to call?

A: 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.

Q: It now says Transdev when I call, what happened to First Transit?

A: First Transit was acquired by Transdev in March 2023. You will still receive the same great customer service when you call and there are **no** changes to your service or benefits.

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. Transdev Fee for Service 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 Transdev 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: Transdev 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 Transdev 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 can 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 Transdev 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: Transdev 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.