

# TRANSPORTATION



Medicaid covers 3 types of medical transportation; (1) non-emergency, (2) emergency ambulance, and (3) non-emergency ambulance/stretchers. Passport Health Plan members are eligible for this Medicaid benefit. However, some KCHIP members are not eligible for non-emergency transportation services. If you have questions about transportation, please call the Department for Medicaid Services at 1-800-635-2570.

## (1) Non-emergency / Non-ambulance

Medicaid covers non-emergency transportation to and from medical visits. This includes taxi, van wheelchair rides and public transit. These services are only available if you do not have a vehicle (car, van, or truck) in the household. If you or someone in your household has a vehicle that you are not able to use, you must give the transportation broker something in writing. The written document must say why you cannot use the vehicle.

Some examples may include:

- You can get a note from your provider if you cannot use the vehicle for a medical reason.
- You can get a note from your mechanic if the vehicle is not working.
- You can get a note from a family member's boss or school worker that says the family member cannot give you a ride at the time you need it because of their work or school hours.
- If the vehicle has been junked, you can send in a copy of the vehicle registration from the County Clerk's office.

You must call the transportation broker in your area. The phone numbers for each county are listed below.

**Remember to call at least 3 days ahead of time.**

<b>Federated Transportation Services of the Bluegrass (FTSB)</b>	
Counties:	Jefferson, Oldham, Shelby, Spencer, Bullitt, Trimble, Henry
To schedule or check on a ride:	1-888-848-0989
<b>LKLP</b>	
Counties:	Breckinridge, Carroll, Grayson, Hardin, Larue, Marion, Meade, Nelson
To schedule or check on a ride:	1-800-245-2826
<b>Bluegrass Community Action</b>	
County:	Washington
To schedule or check on a ride:	1-800-456-6588

\* For all counties: If you are having a problem with transportation, you can file a complaint by calling 1-888-941-7433.

## (2) Emergency Ambulance

Passport Health Plan covers ambulance transportation for emergency situations.

## (3) Non-emergency Ambulance / Stretcher

Passport Health Plan covers ambulance transportation to and from medical appointments when your provider says you must be transported on a stretcher and cannot ride in a car, such as someone who is bedridden or paralyzed. Call your local Passport Health Plan ambulance provider.

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