



FREE RIDES FROM MEDICAID: A REMEDY FOR MISSED APPOINTMENTS

Use this desk reference to talk with patients about transportation services available through Medicaid.

Medicaid Pays for the Ride

Medicaid provides free transportation for Texas Health Steps patients and most others who use Medicaid medical and dental services, provided they have no other means to make it to their visit. However, a patient's doctor or dentist may need to complete a form to prove the medical need for the service.

How Medicaid Pays for the Ride

Medicaid provides three ways for patients to get to their doctor appointments:

1. If your patient does not have a car and no one can drive them, Medicaid can arrange and pay for their ride on the bus or with a ride sharing service.
2. If your patient does not have a car but someone can drive them to their appointment, then Medicaid will pay back the driver by the mile to take the patient to their Medicaid medical or dental appointment and back. For Medicaid to pay, the person driving must have a current driver's license, inspection sticker, license plate, car insurance, and Social Security number.
3. If your patient has a car but no gas money, Medicaid might pay your patient ahead of time by the mile to get to the visit and back home. For Medicaid to pay, the person driving must have a current driver's license, inspection sticker, license plate, car insurance, and Social Security number. Only Texas Health Steps patients can get paid ahead of time.

Additional Medicaid transportation services:

- Medicaid can pay for a parent or an adult to travel with a child 18 years old or younger that has a visit with a Medicaid provider.
- For trips that require an overnight stay, Medicaid might pay for overnight lodging and meals for the patient and their parent or guardian.

Advantages for Health-Care Professionals

- Medicaid free rides help patients **miss fewer appointments**, reducing no-shows and the need to over-book appointments.
- With a single call to Medicaid's 1-877-MED-TRIP hotline, your office or patient can **arrange travel for an entire month** for ongoing appointments such as renal dialysis for kidney disease.

How You Can Help Your Practice and Your Patients

- Tell Medicaid patients about the free ride service when you schedule visits.
- Remind patients about Medicaid free rides if they miss an appointment.
- Provide the Medicaid free ride phone number: 1-877-MED-TRIP (1-877-633-8747).

Contact Information

Call Medicaid toll-free at **1-877-633-8747, Monday to Friday, 8 a.m. to 5 p.m.**

Patients should call to arrange transportation services immediately after scheduling a doctor's visit and at least two workdays before the appointment (the sooner, the better).

To file a complaint or suggestion, the patient or the patient's advocate should call Medicaid toll-free 1-877-633-8747.

Learn more at www.HHSC.state.tx.us and click on "Questions about your benefits?"

Confidentiality

Medicaid free ride services are confidential.

Client/patient medical information remains confidential.

