TRANSPORTATION RESOURCES

Transportation & Medical Rides
If you're seeking help to reach medical or treatment appointments, consider the following primary options:

MEDICAL RIDES

WHAT ARE THEY

Medical Assistance (MA/Medicaid Rides – NEMT)
If you are enrolled in Medical Assistance (MA/Medicaid) and lack alternative transportation to your appointment, you may be eligible for Non-Emergency Medical Transportation (NEMT).

What's Covered:
- Appointments with doctors, dentists, therapists, mental health professionals, or substance use specialists
- Outpatient surgeries and treatments

Types of Rides:
- **Bus or Train**: Reimbursement for fares
- **Volunteer or Family Drivers**: Mileage reimbursement (pre-approval required)
- **Taxi or Rideshare**: Available if you can enter and exit independently
- **Assisted Rides**: Door-to-door assistance or wheelchair vans, including necessary medical paperwork if needed

How to Book:
- **For those with a health plan** (UCare, Medica, Blue Plus, HealthPartners, Hennepin Health): Contact your plan's member services line
- **For fee-for-service/straight MA**: Reach out to your county human services transportation office
- **Scheduling**: Please arrange rides 3 to 7 days in advance; same-day bookings are only for urgent needs

Reimbursement:
- Approximately $0.575 per mile if a friend or family member provides transportation (pre-approval required)

Health Plan Numbers:
- **UCare**: 1-800-864-2157
- **Blue Plus**: 1-866-340-8648
- **Medica**: 1-866-467-1724
- **HealthPartners**: 952-883-7400
- **Hennepin Health**: 1-800-647-0550

County Numbers:
- **Hennepin**: 612-596-1300
- **Ramsey**: 651-266-4444
- **Anoka**: 763-324-1450

HOW TO GET THEM

How to Arrange a Ride with Medical Assistance (NEMT)

Step 1 – Confirm Your Eligibility
- You must be enrolled in Medical Assistance (MA/Medicaid).
- Ensure you have no alternative means of transportation to your appointment (no car, bus, or rides from family or friends).

Step 2 – Request a Ride
- If you have a health plan (such as UCare, Medica, Blue Plus, HealthPartners, or Hennepin Health): dial the number on your insurance card.
- For those with "straight MA" (no health plan): contact your county transportation office.

Step 3 – Gather Your Information
When you call, be prepared to provide:
- Your MA ID number (found on your insurance card)
- The date, time, and location of your appointment
- The type of transportation you require (bus fare, volunteer driver, taxi, wheelchair van, etc.)

Step 4 – Plan in Advance
- Make your call 3–7 days prior to your appointment.
- Same-day rides are reserved for urgent situations.

Step 5 – On the Day of Your Ride
- Arrive at the designated pickup location at the scheduled time.
- Bring your MA card with you.
- The driver may ask for your name and appointment details to verify your identity.

Step 6 – After Your Appointment
- The driver will take you back home.
- If a family member or friend provided your transportation, you can inquire about mileage reimbursement (you will need to complete a form and obtain pre-approval).

Step 7 – In Case of Issues
- If your ride is delayed or does not arrive, contact the number you used to schedule immediately.
- If your ride request is denied, you can ask about the appeals process.

ADDITIONAL TRANSPORTATION

Metro Mobility
- Offers door-to-door rides for seniors or individuals with disabilities who cannot use standard buses.
- Application required with a doctor's form.
- **Cost**: $3.50–$4.50 per ride.
- Call 651-602-1111.

Transit Link
- Provides shared rides in areas lacking regular bus routes.
- Open to the public.
- **Cost**: $2.50–$6.25 each way.
- Call 651-602-5465.

Ride-Share Medical
- Certain clinics and hospitals can arrange rides through Uber Health or Lyft Healthcare.
- Inquire with your healthcare provider about this service.

Community Programs
- **CEAP (Brooklyn Park)**: Offers free rides for low-income families (medical appointments + grocery trips). Call 763-566-9600.
- Local churches and non-profits often operate volunteer ride programs.

Seniors
- **Senior Community Services**: 952-541-1019
- **Catholic Charities**: 651-647-2575

Veterans
- Free transportation to VA appointments.
- Call Minneapolis VA at 612-725-2000.

Other Options
- **Private Insurance/Medicare Advantage**: Some plans may cover transportation. Check with your insurance provider.
- **A&J Transportation**: Offers wheelchair vans and non-emergency medical rides. Call 612-839-6027.
- **ACC Medlink**: Provides long-distance medical rides (private pay). Call 1-800-550-1025.