

TRANSPORTATION TO AND FROM MASSHEALTH APPOINTMENTS

Prepared by the Mental Health Legal Advisors Committee
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FREE TRANSPORTATION TO MASSHEALTH APPOINTMENTS¹

Benefits

Individuals who are covered by MassHealth may be eligible for certain transportation benefits when they travel to and from non-emergency medical appointments. MassHealth will pay for or reimburse certain transportation costs. These may include the cost of public transportation, paratransit services, or taxi services.

Eligibility

To be eligible, the individual must have MassHealth Standard or CommonHealth, and the appointment to which the person is traveling must be covered by MassHealth.

How to apply

All forms of transportation funded by MassHealth (other than public transportation) require prior authorization from the MassHealth agency in order to qualify for reimbursement or free transportation. Such authorization must include one or more of the following

- verbal authorization;
- a Prescription for Transportation (PT-1 form) completed by a physician or another health care worker;
- a completed Medical Necessity Form; or
- for individuals hospitalized involuntarily under G.L. c. 123, § 12, a completed and signed DMH Application for and Authorization of Temporary Individual Hospitalization.²

Public transportation expenses may be reimbursed if the MassHealth member:

- obtains documentation from her physician that medical services covered by MassHealth were received, including the date on which medical services were received and the specific address where the services were received;
- provides copies of transportation receipts when possible;
- incurs total transportation costs of \$5.00 or greater;
- submit a request for reimbursement no later than 90 days after the earliest date on which costs in excess of \$5.00 occurred; and
- submits such documentation and receipts to the MassHealth agency and request reimbursement.³

¹ The information for this section was largely drawn from <http://www.massresources.org/masshealth-transportation.html>.

² 130 CMR 407.421(A).

³ 130 CMR 407.431(B).

Paratransit services (such as The RIDE) may be provided for free to MassHealth members if:

- public transportation is unavailable or inappropriate for the individual due to a physical or mental disability;
- a health care provider authorizes the need for the paratransit service by filling out a PT-1 form;⁴ and
- the MassHealth member obtains prior authorization to use paratransit services.⁵

Taxi services may be provided for free to MassHealth members if:

- public transportation is not available
- public transportation is available but you are unable to use it due to a mental or physical disability
- paratransit services are not available
- your physician or other health care provider completes a PT-1 form
- you obtain prior authorization from MassHealth for the use of the taxi service
- the taxi company has been approved by MassHealth⁶

⁴ 130 CMR 407.441.

⁵ 130 CMR 407.441(C). Note that providers of these services are required to keep records of all services billed to MassHealth. 130 CMR 407.441(D).

⁶ 130 CMR 407.451.