



FREQUENTLY ASKED QUESTIONS FOR ELDERLY TRANSPORTATION PROGRAM

1. Who can use the Elderly Transportation Program?

The Elderly Transportation Program is provided through MTM and is for Rhode Island residents 60 years of age and older who do not have access to any means of transportation.

2. Where can I get a ride to when using the Elderly Transportation Program?

The Elderly Transportation Program provides transportation to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program.

3. Are there time restrictions for trips to meal sites?

Yes, trips to and from meal sites must take place between 10:00 am and 2:00 pm.

4. I am a Medicaid Member; can I still use the Elderly Transportation Program?

Yes, if you meet the age requirement and do not have access to any means of transportation, you may use the Elderly Transportation Program for rides to meal sites and the Insight Program.

5. How much do I have to pay to use the program?

The program requires a \$2.00 copay to be collected by the driver for each ride (\$2.00 to destination and \$2.00 back from destination).

6. How much notice do I have to give MTM to schedule a trip?

MTM requires 48 hours (two (2) business days) prior notice for scheduling routine transportation:

Day of Appointment	Call MTM to schedule by:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday
Sunday	Wednesday

7. Can I call with less than two business days' notice?

Transportation requests can be made 24/7 for urgent medical appointments.

8. How do I contact MTM to be picked up after an appointment?

If you don't already have a scheduled pick-up time, you can call MTM at 1-855-330-9131. Deaf or hard of hearing phone line: 711

9. How do I contact MTM if I have a service issue or complaint?

You can call the dedicated MTM complaint line at 1-866-436-0457. Deaf or hard of hearing phone line: 711

10. What if my ride is late?

If your ride is more than 15 minutes late, call MTM at 1-855-330-9131.

11. Who should I call if I have an emergency?

Call 911

12. How much notice is needed to cancel transportation?

Please cancel transportation as soon as you learn you will not need it.

13. Who can contact MTM to schedule a ride for me?

You, a family member, your caregiver, or your healthcare or service provider

14. What information do I need to schedule a ride?

Please make sure you have:

- a. Name, address, zip code and phone number of healthcare provider, adult day program, meal site or other eligible destination
- b. Date of birth
- c. Proof of residency
- d. Street address and phone number at pick-up location
- e. Date and time of appointment
- f. Special transportation needs requests (if any)

15. What kind of transportation will I get?

Types of transportation available:

- a. Public Bus - if you:
 - i. Live within ½ mile of a bus stop *and*
 - ii. Your healthcare facility is within ½ mile of a bus stop *and*
 - iii. You can walk ½ mile *and*
 - iv. You understand common signs and direction

In order to receive transportation from the following modes of transport, your healthcare provider must confirm your need for that level of transport:

- b. Car/Minivan – if you:
 - i. Cannot take the bus or walk.
- c. Wheelchair Van – if you:
 - i. Are confined to a wheelchair or ADA-compliant scooter
 - ii. Require a lift-equipped or roll-up wheelchair van
 - iii. Require assistance of a trained professional

16. Do I have to sign anything when I get my ride?

Yes, you are required to sign the driver's log or electronic device upon pick up of the transport.

17. Can I get mileage reimbursement?

No, there is no mileage reimbursement option for the Elderly Transportation Program.

18. Can I get rides to a pharmacy?

You may not get a trip specifically to go to a pharmacy, however you may have a ride there as part of your trip to or from another service.

19. How do I get rides that I need on a regular schedule (like dialysis)?

You or your healthcare/service facility should contact MTM for a standing order.

20. How do I request or change a standing order?

Call MTM at 1-855-330-9131

21. Can I call if I need assistance after 5:00 p.m. or on the weekend?

Yes, you can call 1-855-330-9131, 24 hours a day, 7 days a week.

22. What if I was denied a ride?

You have a right to appeal denials of rides by MTM, call MTM at 1-855-330-9131 to request an appeal.

23. What is a State Fair Hearing?

A State Fair Hearing is a chance for you to tell an EOHHS hearing officer why you think MTM's decision is wrong. You may bring a friend, relative or lawyer to the State Fair Hearing. If you want free legal help, call Rhode Island Legal Services at 401-274-2652.