

Non-Emergency Transportation



nh healthy families™



Remember: **Use Family and Friends or Public Transportation First!**

Helping you get to your non-emergency medical appointments is important to us. There are three easy ways you can access transportation.



1. Family and Friends Mileage Reimbursement Program

You must use the Family and Friends Mileage Reimbursement Program if you have a car, or when a friend or family member with a car can drive you to your medically necessary appointment. How it works:

- **Call to notify Coordinated Transportation Solutions, Inc. (CTS) at 1-877-671-6291 two business days before to schedule Family and Friends mileage reimbursement.** Select Reimbursement when prompted. Tell CTS the date and time of your appointment.
- **Print a copy of the Reimbursement Form** from NHhealthyfamilies.com under Member Resources before your appointment. If you do not have a printer, call CTS to request the forms by mail. Bring it with you.
- **Complete the first half of the form yourself and ask your provider to complete it.** Remember to make a copy of any receipts you may have received for parking and tolls.

Send your completed form by the 1st of every month to:

Mail: Coordinated Transportation Solutions, Inc.
35 Nutmeg Drive Suite 120
Trumbull, CT 06611-5431

Fax: 1-203-375-0516

Email: provider@ctstransit.com



2. Public Transportation

You qualify for a bus pass if you:

- Are under the age of 65
- Live one half mile or less from a bus route
- Your provider's office is located one half mile or less from a bus route

For more information on how to obtain a bus pass, please contact Coordinated Transportation Solutions, Inc (CTS) at **1-877-671-6291**.



Expanded Transportation

We offer Expanded Transportation at no cost to you.* We will reimburse you for transportation to your social services appointments like Alcoholics Anonymous and Narcotics Anonymous.

*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services each State fiscal year.

To schedule transportation to provider offices or facilities for services provided directly by NH Healthy Families, call CTS toll-free at **1-877-671-6291**.

For more information, contact NH Healthy Families Member Services at **1-866-769-3085**, Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday through Friday, 8:00 a.m. to 5:00 p.m.

Rules and exemptions are included on the reverse side →

Rules and exceptions to using the Family and Friends Mileage Reimbursement Program or Public Transportation

Exceptions to the Family and Friends Mileage Reimbursement Program Requirement

- You must use the Family and Friends Mileage Reimbursement Program if you have a car, or when a friend or family member with a car can drive you to your medically necessary service
- If you have a car and do not want to enroll in the Family and Friends Program you must meet one (1) of the following criteria to qualify for transportation services:
 - Do not have a valid driver's license;
 - Do not have a working vehicle available in the household;
 - Are unable to travel or wait for services alone; or
 - Have a physical, cognitive, mental or developmental limitation
- If no car is owned or available, you must use public transportation if you meet one (1) of the following criteria:
 - You live less than one half mile from a bus route;
 - Your provider is less than one half mile from the bus route;
 - You are an adult under the age of sixty-five (65)

Exceptions to the Public Transportation Requirement

- If you have two (2) or more children under age six (6) who are traveling with you; or
- If you have one (1) or more children over age six with limited mobility who are accompanying you to the appointment; or
- If you have at least one (1) of the following conditions:
 - Pregnant or up to six (6) weeks post-partum;
 - Moderate to severe respiratory condition with or without an oxygen dependency;
 - Limited mobility (walker, cane, wheelchair, amputee, etc.);
 - Visually impaired;
 - Developmentally delayed;
 - Significant and incapacitating degree of mental illness; or
 - Other exception by provider approval only

3.

Contacting CTS for a Ride

If you are exempt from using Public Transportation or the Family and Friends Mileage Reimbursement Program, you may contact CTS for a ride.

Here's how:

Two days before your appointment, call **1-877-671-6291** for CTS. Share the date and time of your appointment and a ride will be scheduled for you.

