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.

Rules and exemptions are included on the reverse side

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