



## **FREE TRANSPORTATION OPTIONS FOR MEDICAID RECIPIENTS AND SENIORS IN DC**

### **For Medicaid Recipients**

#### **Medical Transportation Management (MTM)**

- District of Columbia Medicaid provides **free non-emergency medical transportation services** to DC Medicaid recipients. Health care appointments must be with providers who are enrolled in DC Medicaid.
- You must live within the District of Columbia, have DC Medicaid, and have no other way of getting to your health care appointment.

#### **How to Schedule MTM Transportation Services**

If you are enrolled in the DC Fee for Service program, also called Straight Medicaid, call MTM at **1-866-796-0601 at least 3 business days before your appointment** to schedule your transportation services. Business days are Monday through Friday. MTM will answer your calls from 8:00 a.m. to 5:00 p.m. A customer service representative will ask for the following information:

- Your full name, current address, and phone number
  - Your Medicaid ID number
  - The date of your appointment
  - The name, address, and telephone number of your doctor
  - The medical reason why you need a ride
  - The type of appointment (doctor, lab test, therapy, etc.)
  - The type of assistance or mobility aide(s), if any, you require
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- For those who are enrolled in a DC Medicaid Managed Care Program such as AmeriHealth, Health Services for Children with Special Needs, MedStar Family Choice, or Trusted Health Plan, please call your insurer to request transportation services.
    - AmeriHealth: 1-800-315-3485 (MTM Network)
    - Health Services for Children with Special Needs (HSCSN): 1-866-991-5433
    - MedStar Family Choice: 1-866-208-7357
    - Trusted Health Plan: 1-855-824-5693 (MTM Network)

## **For Seniors**

### **Seabury Connector**

- Seabury Connector provides **free transportation for DC residents age 60 years and older** to help them access:
  - Medical appointments, including dialysis and cancer treatment.
  - Social service agencies that can assist with gaining access to public benefits such as Social Security, housing assistance and the Supplement Nutrition Assistance Program (SNAP).
  - Group shopping trips for 10 or more persons departing from one site, on Tuesdays and Thursdays between the hours of 10:00 am and 1:00 pm. You need to register with your Senior Wellness Centre for this service.

### **How to Schedule Seabury Connector Transportation Services**

- There is **no** charge for the Seabury Connector and tipping is not permitted but **enrollment is required**.
- To enroll in the program, call (202) 727-7771 and select option 1. Have your ID (name, DOB, residential address), and Medicare/Medicaid information (if any) ready.
- This transportation service is only provided if your appointment with healthcare providers and social service agencies is between Mondays and Saturdays within **the hours of 11:00 am to 2:00 pm**.
- To make reservation, call (202) 727-7771 and select option 1. You must call before 1:00 pm for the reservation.
- To request pick up after an appointment, call the same number and select option 2.
- You can travel with an escort (nurse, family member or friend) as long as the person is over 18 years of age.

If you need language assistance while requesting transportation services, please request an interpreter who speaks your language.

If you need further assistance, please call the Mayor's Office on Asian and Pacific Islander Affairs at 202-727-3120 and ask for a staff member who speaks your language.