

# How to Get Transportation Services

Kentucky Medicaid will pay to take some members to get medical services covered by Kentucky Medicaid. If you need a ride, you must talk to the transportation broker in your county to schedule a trip. (KCHIP III children who pay monthly premiums do not get non-emergency transportation.) Each county in Kentucky has a transportation broker. You can only use the transportation broker for a ride if you can't use your own car or don't have one. If you can't use your car, you have to get a note for the transportation broker that explains why you can't use your car. If you need a ride from a transportation broker and you or someone in your household has a car, you can:

- Get a doctor's note that says you cannot drive
- Get a note from your mechanic if your car won't run
- Get a note from the boss or school official if your car is needed for someone else's work or school
- Get a copy of the registration if your car is junked

**Kentucky Medicaid does not cover rides to pick up prescriptions.**

For a list of transportation brokers and their contact information, please visit <http://chfs.ky.gov/dms/trans.htm> or call Kentucky Medicaid at 1-800-635-2570. For more information about transportation services, call 1-888-941-7433.

You should always try to go to a medical facility that is close to you. However, if you need medical care from someone outside your service area, you have to get a note from your PCP. The note has to say why it's important for you to travel outside your area. (Your area is your county and the counties next to it).

If you are in a wheelchair or if you can walk but are disoriented, you may choose a transportation company that can meet these special needs. Contact your broker to see what special needs companies are available. You have to get a note from your PCP. The note has to say why that type of transportation is needed.

The hours of operation are Monday – Friday 8:00 a.m. – 4:30 p.m. and Saturday 8:00 a.m. – 1:00 p.m. If you need a ride, you have to call 72 hours before the time that you need the ride. If you have to cancel an appointment, call your broker as soon as possible.