

# **MASSHEALTH TRANSPORTATION FOR ALL MEMBERS TO COVID-19 VACCINE APPOINTMENTS**

MassHealth is offering free PT1 transportation to/from COVID-19 vaccination appointments for all MassHealth Members, regardless of coverage type. If you or someone you know are eligible to receive the COVID-19 vaccine based upon the MA State guidelines and have a COVID-19 vaccine appointment anywhere in the state, transportation can be provided. Please see the following announcement from MassHealth and other information provided in this guide.

<https://www.mass.gov/doc/transportation-to-covid-19-vaccine-appointments-for-masshealth-members-and-health-safety-net-0/download>

## **How to get authorization:**

- To request transportation authorization call MassHealth Customer Service at 800-841-2900
- Authorization requests take 24 hours for approval, an email will be sent once approved (for those without an email address, members will have to call the MassHealth Customer Service line back to confirm authorization).
  - If you have an appointment within 24 hours and you still need to request transportation, after MassHealth approval, you should call the transportation company immediately. If the transportation company is unable to accommodate your request for a trip, you should communicate with your vaccination site to see if they can reschedule your vaccine appointment.
  - Your PT1 authorization will remain active for 30 days, so you do not have to call MassHealth Customer Service again to receive authorization for your 2<sup>nd</sup> COVID-19 vaccine appointment.
  - Make sure to receive your PT1 reference number either via email or on the phone from Customer Service, you will need this to book your trip with the transportation company.
- Even if a member already has approval for PT1 they will still need to get authorization to go to/from an official COVID-19 Vaccination site

## **How to schedule transportation:**

- Once approved, the member has to reach out to the local transportation company to schedule the trip
  - MART 800-854-9928 for Sudbury residents
  - MassHealth suggests calling the transportation company at least 3 days in advance
- It is suggested that you arrive at your COVID-19 vaccine appointment 15 minutes early, make sure to include your early arrival time when requesting your pickup time from the transportation company.
  - Also be aware that you will be required to wait in observation for 15-30 minutes after you receive the vaccination. Please consider this timing when scheduling your return trip.
- When scheduling your trip you will need the following information:
  - Your MassHealth ID number
  - PT1 reference number
  - The date and time of your appointment
  - The location of your appointment
  - The pickup location (the more details the better)
  - A phone number and/or email address where the driver can contact you, if needed

## **The transportation and day of ride/appointment:**

- Be ready for your transportation 10-15 minutes before the expected arrival time
- If needed, the driver will contact you to coordinate the pickup
- If there are any issues with the transportation company, call them directly, if issues persist, call the MassHealth Customer Service line
- The transportation service will likely pick you up 1 hour before your appointment to account for travel/traffic
- The transportation service will likely pick you up 1 hour after your appointment time