

Transportation to Medicaid Services

You or your child may be able to get free transportation to and from the doctor, dentist, hospital, drugstore or other providers of Medicaid services.

If you or your child need a ride to an appointment, we may be able to help you with:

- Public transportation, like the city bus.
- Money to purchase gas.
- A taxi or van service.
- Commercial transit, like a bus or plane, to go to another city for an appointment.



How to request a ride:

Call at least two workdays before your appointment or five days before the appointment if it is outside your county. Phones are answered Monday through Friday, 8 a.m. – 5 p.m. local time.

If your appointment is before June 1, 2021, call the numbers below:

- If you live in the Houston/Beaumont area, call toll-free: **855-687-4786**.
- If you live in the Dallas/Fort Worth area, call toll-free: **855-687-3255**.
- If you live anywhere else in Texas, call toll-free: **877-633-8747 (877-MED-TRIP)**.

If your appointment is after June 1, 2021, follow these steps:

If you or your child have a Medicaid health plan:

- Contact your health plan at the phone number on your member ID card.
- If you have any questions, call the same number.

If you or your child do not have a health plan:

- Call **877-633-8747 (877-MED-TRIP)**.
- If you have any questions, call the same number.

When requesting a ride, make sure to have the following information:

- Medicaid ID number for the person with the appointment.
- Address and phone number of your pickup location.
- Address and phone number of your appointment location.
- Name of the medical professional you or your child will be seeing.
- Date and time of the appointment.
- Any unique needs you may have, like using a wheelchair or walker, so the right vehicle can be sent.

You may be asked for more information about the appointment.