

## Healthcare Transportation Services

Patients may require transportation for their non-emergent medical needs, including:

- Medical treatments
- Pharmacy visits
- Preventive care visits
- Outpatient surgery
- Follow-up appointments

### Programs offering assistance with healthcare transportation may be available in your area.

- 1 Speak with a healthcare provider office to determine if they offer assistance with transportation either by directly providing a ride or by offering vouchers for transportation services
- 2 Call the healthcare insurance plan to ask if transportation benefits are available and if there are qualification criteria
- 3 Use this resource to learn more about transportation support options that may be relevant

## General Transportation Resources

Various resources are available to help patients find healthcare transportation options in their area.

### Patient Resource Connections

Find health-care related resources, including transportation, by entering your zip code.



[Learn more](#)

### Certified Community Behavioral Health Clinics (CCBHC)

Reach out to your local CCBHC, which may provide transportation services or vouchers to patients receiving care when funding is available.



[Learn more](#)

### 211

Explore comprehensive information on local resources and services that may include transportation to medical appointments.



[Learn more](#)



**Dial 211**

### Eldercare Locator

Explore services and organizations that offer support in caring for older adults, including transportation assistance.



[Learn more](#)



**1-800-677-1116**

### National Council on Aging

Provides information and resources regarding transportation options for older adults.



[Learn more](#)

### Volunteer Transportation Providers

Use the map to identify services in each state that may assist with healthcare-related transportation.



[Learn more](#)

### ITNAmerica

Find resources in your area that may offer transportation assistance.



[Learn more](#)

### GoGoGrandparent

Access 24/7 customer support and on-demand rides.



[Learn more](#)



**1-855-464-6872  
ext. 14476**

## General Transportation Resources *(continued)*

### PAN Foundation

View a list of resources and services that can provide transportation by state.



[Learn more](#)

Learn how healthcare providers can enroll patients in transportation grants that can help cover costs.



[Learn more](#)

## Rideshare Services

Some hospitals and healthcare centers/providers are collaborating with ride sharing apps such as Lyft® and Uber® to provide healthcare transportation to patients free of charge or at a reduced cost.

### Ride United

Transportation service offered by United Way® and Lyft®.



[Learn more](#)

### Uber Health®

Improves access to healthcare by providing services such as transportation and same-day prescription delivery.



[Learn more](#)

### Medicaid<sup>1</sup>

Patients with Medicaid coverage may have their healthcare transportation covered by their Medicaid benefits.

- Federal regulations require state Medicaid programs to provide necessary transportation to and from providers, although methods of transportation vary by state
- Patients will be provided with information on scheduling a ride to appointments when they enroll in Medicaid

### Medicare<sup>2</sup>

Medicare Part A and B (Original Medicare) does not typically cover non-emergent medical transportation.

- Some cases may be covered if deemed necessary by a healthcare provider, but may depend on the specific situation and plan
- Medicare Advantage plans typically provide more access to transportation benefits, although each plan differs in coverage

### CMS Guiding an Improved Dementia Experience (GUIDE) Model<sup>3</sup>

Nationwide model that supports Medicare recipients living with dementia and their caregivers by requiring providers to offer standardized care and services like transportation.



[Learn more](#)



[Find providers](#) participating in the model in your area

## Private Health Insurance



Private insurance companies may offer healthcare transportation options, including coverage of rideshare services or reimbursement of transportation expenses, however benefits and requirements vary greatly between plans.

## Veteran Programs

Veterans may be able to obtain healthcare transportation through volunteer programs or programs provided by the United States Department of Veterans Affairs (VA).

- The [Veterans Transportation Program \(VTP\)](#) provides veterans with transportation to and from VA healthcare facilities and authorized non-VA healthcare appointments
- Find medical transportation for veterans to VA medical facilities by searching for your facility on the [DAV Hospital Service Coordinator Directory](#) and contacting the hospital service coordinator

## Local Services

Patients in need of transportation services may receive aid from local services and programs.

### Regional government

Local towns, cities, counties, and other regional entities may provide healthcare transportation for the community. These include “taxi vouchers”, where eligible riders receive low cost or free rides from providers such as dial-a-ride, taxi and on-demand services, agency vans, or volunteer drivers.



[Learn more](#) about your local community transportation provider

### Paratransit<sup>4</sup>

While public transit may be an option for some patients who need healthcare transportation, the Americans with Disabilities Act (ADA) requires that complementary paratransit services be available to people who cannot use fixed route services due to a disability.

- Eligibility requirements are determined by the transit system used and the local community



[Learn more](#) about paratransit and benefits programs in your area

### Pharmacy Shipments

Contact your local pharmacy to ask if they offer home delivery services for patient prescriptions.

**Otsuka Patient Support offers dedicated professionals and digital solutions to help make treatment more accessible for patients and provide ongoing support.**



#### Call Center

Representatives available to deliver personalized assistance and additional resources.

**1-833-468-7852**

Monday through Friday, 8 AM to 8 PM ET



#### [OtsukaPatientSupport.com](#)

View educational resources and have your questions answered through a 24/7 chat.

Visit [Caregiver Resources](#) for additional educational materials.

**References:** **1.** Let Medicaid Give You a Ride. Centers For Medicare & Medicaid Services. April 2016. Accessed December 5, 2024. <https://www.cms.gov/medicare-medicare-coordination/fraud-prevention/medicaid-integrity-education/downloads/nemt-factsheet.pdf>  
**2.** Does Medicare cover transportation services? UnitedHealthcare. Accessed December 5, 2024. <https://www.uhc.com/news-articles/medicare-articles/medicare-transportation-services>  
**3.** Guiding an Improved Dementia Experience (GUIDE) Model. Centers for Medicare & Medicaid Services. Accessed December 5, 2024. <https://www.cms.gov/priorities/innovation/innovation-models/guide>  
**4.** ADA & Paratransit. National Aging and Disability Transportation Center. Accessed December 5, 2024. <https://www.nadtc.org/about/transportation-aging-disability/ada-and-paratransit/>

