

Welcome to PT-1 Transportation provided by MART!

Hours: Monday - Friday 7:00AM to 7:00PM



Book Your Ride

To book: Please call between 7:00AM to 7:00PM at least 3 week days before your appointment.

How to plan your ride:

- Call our toll-free phone: 1-866-834-9991
 - Pick your language: (English: 1, Spanish: 2, Russian: 3)
 - Pick **Option 3** for the MassHealth Call Center
 - Follow the telephone directions
 - Please do not press 0. If you do, the message will start over.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
X	CALL US	CALL US	CALL US	CALL US	CALL US	X

Confirm Your Ride

- **Please have your MassHealth card number ready before you call.**
- Call us to find out:
 - Your vendor
 - Contact information
 - Pick up time

Use our 24-hour Interactive Voice Response system (IVR) to check on your ride 1 to 3 days before your appointment:

- Call 1-866-834-9991
 - Pick your language: (English: 1, Spanish: 2, Russian: 3)
 - Pick **Option 2** to hear about your ride
 - Follow the telephone directions

If you want to talk to a customer service representative:

- Call 1-866-834-9991
 - Pick your language: (English: 1, Spanish: 2, Russian: 3)
 - Pick **Option 3** for the MassHealth Call Center



Cancel Your Ride

Please let us know as soon as you want to cancel.

To cancel 1 to 3 days before: Call 1-866-834-9991 - Option 2

Same day cancellations: Call a customer service agent (1-866-834-9991 - Option 3) **at least one hour before** the pickup time.

Complaints

How to call in a complaint:

- Call 1-866-834-9991
 - Pick your language: (English: 1, Spanish: 2, Russian: 3)
 - Pick **Option 4** to reach MART's Quality Assurance Department



Return Ride

If you are planning a ride home:

- Call your transportation vendor when you know the time you want to go home
- **You may have to wait up to one (1) hour after you call**

PT-1 Users

- You must have an approved PT-1 form from your provider
 - If you do not have a PT-1 form or if you have questions about your PT-1, please call the MassHealth Customer Service Center at 1-800-841-2900

Additional Assistance

MART is not allowed to:

- transport others unless allowed by your health care provider
- make additional stops to or from your home or your appointment

If you need help getting in and out of the vehicle and into your appointment, ask your provider to find an escort or a Personal Care Attendant (PCA) to travel with you

All transportation vendors will have the name of their company on their vehicle. Only get in the vehicle that has the name of the company that is booked to drive you.

Learn more about MART on our website: www.mrta.us. You will find:

- Frequently Asked Questions (FAQ)
- MassHealth Transportation Message Center
- Consumer Portal Program, which lets you manage your transportation needs
- Holidays when we are closed

Definitions:

Vendor = the company that supplies you with transportation

Escort = the person that goes with you to your appointment and can help you on and off the vehicle

To book = to arrange, to plan, to schedule



Thank you!