

Non-Emergency Medical Transportation Resource Guide



**Providing assistance with obtaining
Non-Emergency Medical Transportation**

...in cooperation with:



Updated: 1/2023

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What we do...

The Rides Plus Call Center is a **single source solution** to help simplify the process of arranging transportation for medical appointments. We have friendly, trained Mobility Management Specialists that help ensure patients do not miss their medical appointments and/or treatments due to lack of transportation.

What does a Mobility Management Specialist do?

Mobility Management Specialists assist patients with identifying and scheduling cost-effective, non-emergency medical transportation, making use of all transportation providers in the region. We will also identify services available to assist patients in meeting their transportation needs, including providing assistance in obtaining prior approvals from First Transit for Medicaid eligible trips.

What types of trips does Rides Plus assist with?

Rides Plus will assist in scheduling transportation for all types of non-emergency medical appointments and treatments. Medical appointments may include doctor's visits, medical procedures, dialysis treatments, hospital discharges, physical therapy, and many others.

What counties does Rides Plus serve?

Rides Plus will assist in arranging transportation for any patient throughout Illinois and our neighboring states.

Are there any charges for these services?

Rides Plus mobility management services are offered at no charge to you. We will find the most efficient and lowest cost options available for the transportation. The cost of transportation may be paid by Medicaid, cash fare, or other sources. Transportation costs are paid directly to the transportation provider.

Rides Plus Mobility Management Specialists are here to help. Call today for more information or to schedule a ride to your next medical appointment!



Trip Scheduling Information

- **Due to limited resources, we ask that you try to schedule your reservation at least 24-48 hours in advance. We understand that unforeseen circumstances arise, and we will make every effort to serve same day requests.**
 - Customers are scheduled on a first come, first serve basis, meaning there may be a wait time involved.
 - Passengers may be scheduled to ride with other passengers.
 - Adults must accompany minor children. This limitation for minors is fact dependent, and special arrangements must be handled in advance.
 - If you require special arrangements due to age, gender, or other factors, please discuss this when scheduling your ride.
 - Escorts provided by the passenger or facility ride at no additional charge.
 - Payment for all transportation must be arranged in advance.
 - All Mass Transit Districts are Medicaid carriers. Rides Plus will help you obtain prior approval through First Transit when making reservations.
 - Other forms of payment such as cash, credit cards (MC and Visa), direct billing, or private insurance are accepted if approved.
- **The following information is needed when scheduling transportation:**
 - **Form of payment**
 - * For Medicaid eligible trips we will need the client's recipient ID number, name of physician being seen, and the medical reason for travel.
 - **Date of trip**
 - **Client's name, address, phone number, date of birth, and gender**
 - **Will the client have an escort?**
 - **Pick-up location (you may need to help with directions)**
 - **Drop-off location and time**
 - **Does the client use an assistive device such as a walker, wheelchair, or scooter?**
 - **Is the pick-up and drop-off location accessible with the assistive device?**



Transportation Request Form
Fax to: 618-942-3109
Phone: 844-220-1243

Date: _____

Time: _____

Contact Information

Your Name: _____ Your Company: _____

Your Phone: _____ Ext. _____ Your Fax: _____

Patient Information

Name: _____ Sex: _____ Date of Birth: _____

Address: _____

Home Phone: _____ Cell Phone: _____

Alternate Contact Name/Phone (Family Member, Friend): _____

Insurance Name: _____ Insurance/Medicaid ID Number: _____

Medical reason for travel: _____

Referring Physician Name: _____ Phone Number: _____

Payment source: [] Medicaid [] Private Insurance [] Patient (self pay) [] Healthcare Provider [] Other _____

Appointment Information

Name of Physician the Patient is Seeing: _____ Phone: _____

Appointment Date: _____ Appointment Time: _____

Pickup Information

[] Home [] Doctor's Office: _____ [] Facility: _____

Pickup Address: _____

Assistive Device: [] Wheelchair [] Walker [] Scooter [] Other: _____ Escort Traveling with Patient? [] Yes [] No

Is wheelchair more than 30" wide or 48" long? [] Yes [] No Can patient transfer in/out of wheelchair? [] Yes [] No

Does the combined weight of the patient and the wheelchair/scooter exceed 600 pounds? [] Yes [] No

Drop-off Information

[] Home [] Doctor's Office: _____ [] Facility: _____

Drop-off Address: _____

Will patient need a return ride? [] Yes [] No If yes, time of pickup: _____

Return to: [] Original pickup location [] New location Escort Traveling with Patient? [] Yes [] No

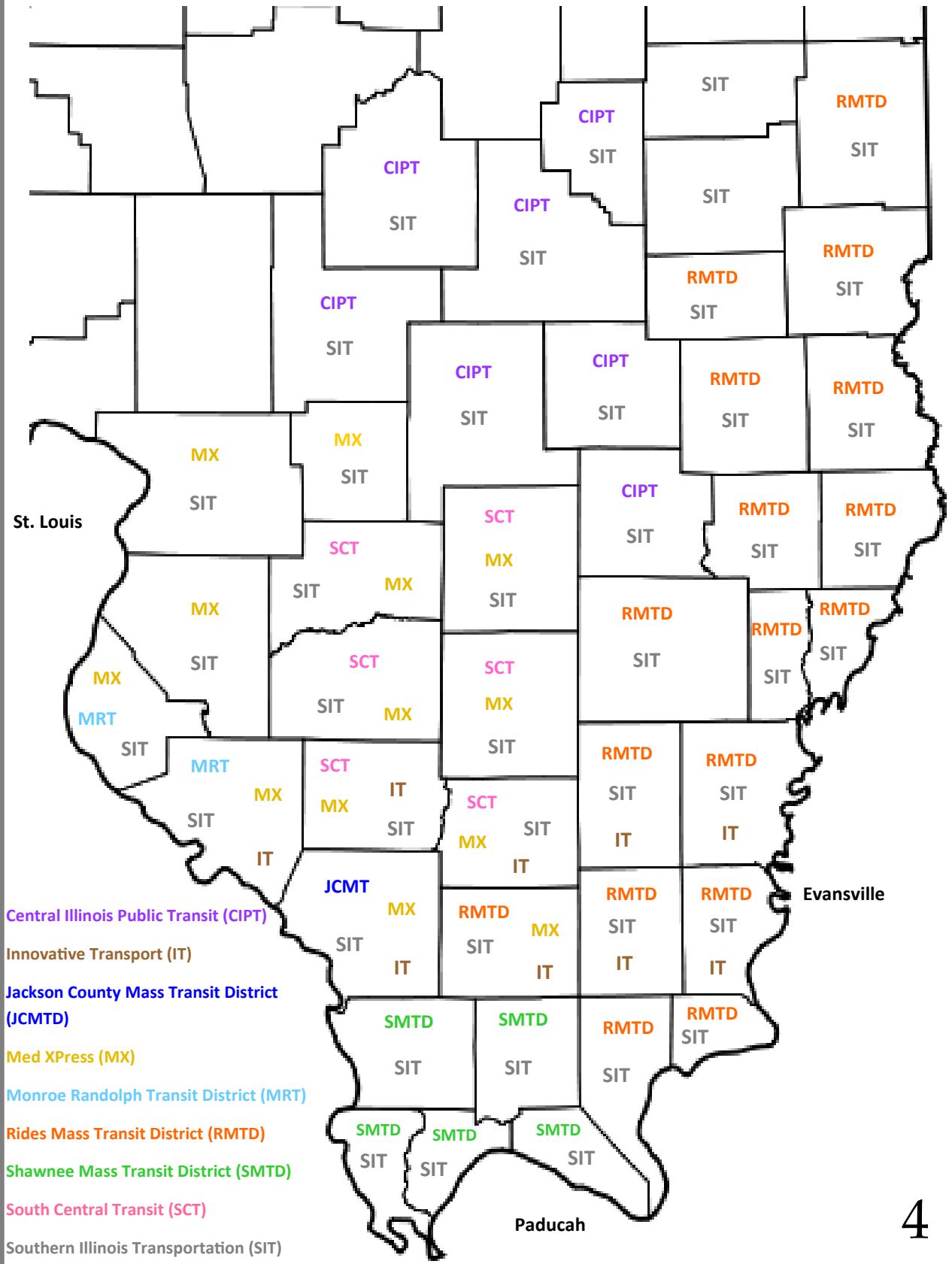
If new location: [] Home [] Doctor/Facility Name: _____ Phone: _____

Drop-off Address: _____

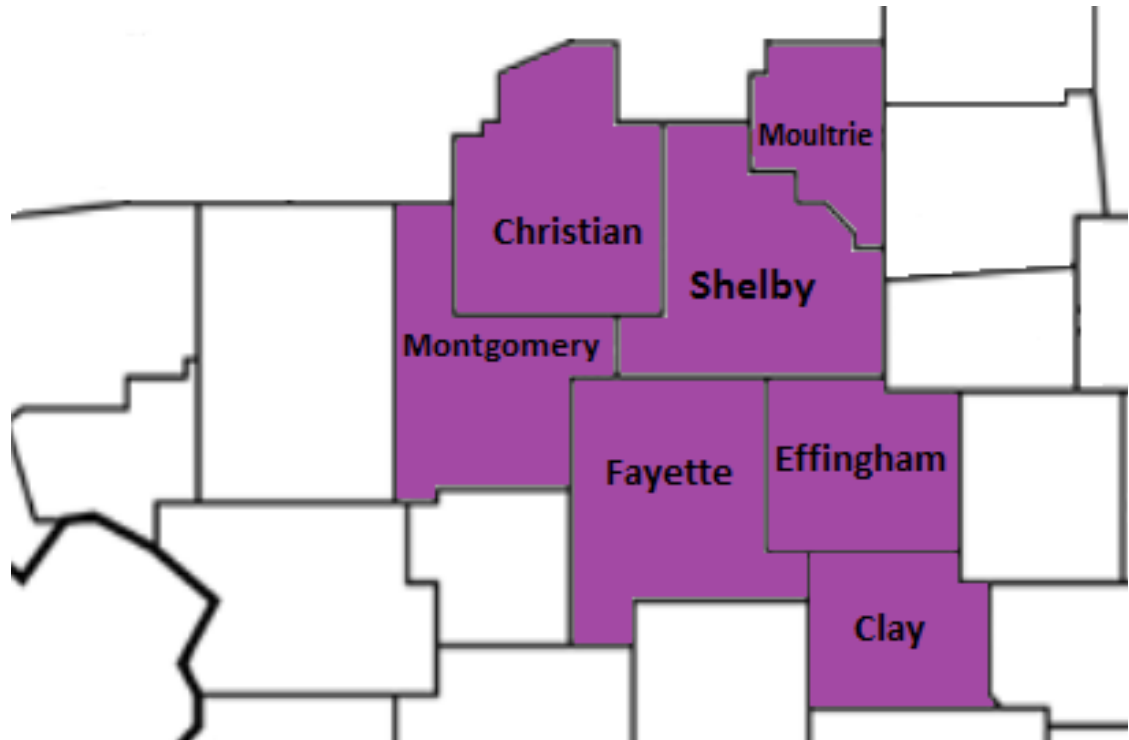
Additional Comments: _____

For Rides Plus use only

Mobility Specialist: _____ Date: _____ Time: _____ Trip #: _____



Central Illinois Public Transit (CIPT)



www.cefseoc.org/CIPT/CIPT.htm

Accepts Medicaid and cash fares.

Monthly Pass:

\$35 – General public

\$15 – Persons with a disability

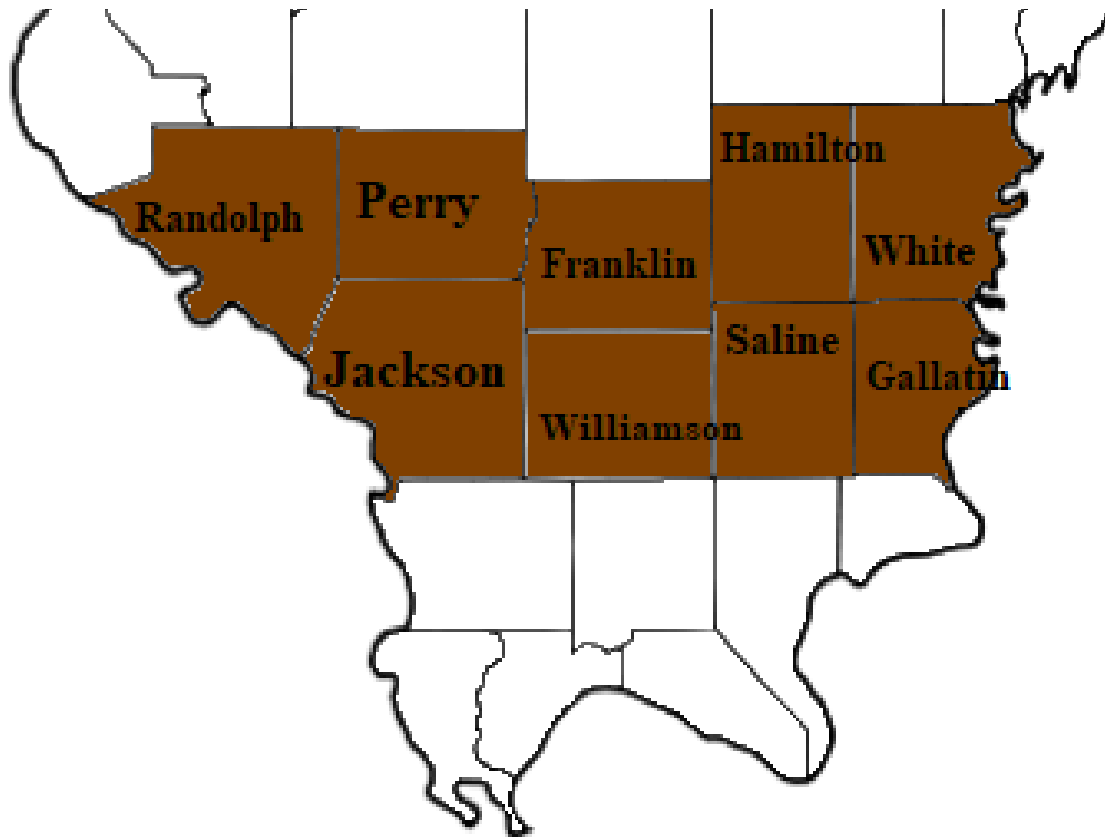
Discount Tickets:

10 tickets for \$20



All vehicles are wheelchair accessible.

Innovative Transport (IT)



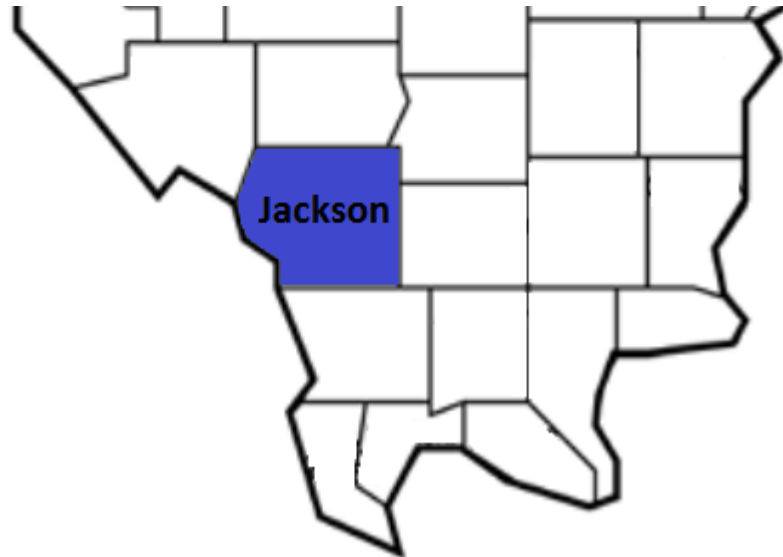
309-631-4171

Accepts Medicaid only.



All vehicles are wheelchair accessible.

Jackson County Mass Transit District (JCMTD)



www.jcmttd.com

Accepts Medicaid and cash fares.

866-884-7433

Round-trip fares from Carbondale

(Route 13 corridor):

Carbondale to Marion - \$22

Carbondale to Herrin - \$11

Carbondale to Carterville - \$6

Discount Passes:

General public: 10 Rides - \$15

Senior Citizens (60+): 10 Rides - \$7.50

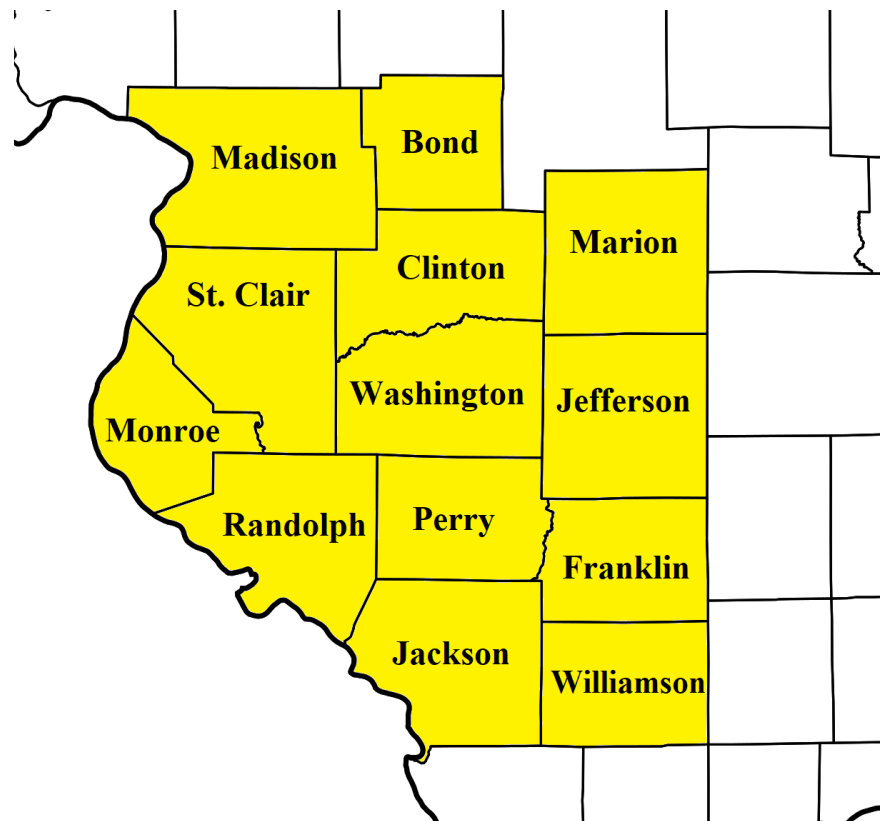
Children (ages 6-15): 10 Rides - \$5

30 Day Pass (Unlimited Rides) - \$25



All vehicles are wheelchair accessible.

Med XPress (MX)



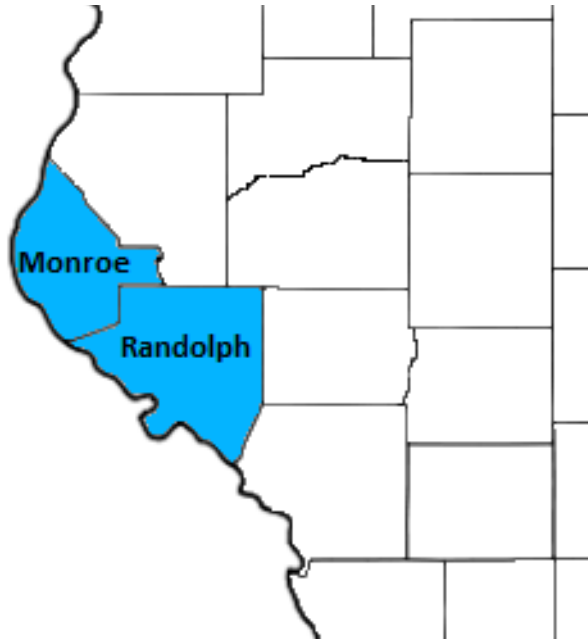
618-475-7103

Accepts Medicaid and cash fares.



No wheelchair lifts available.
Riders with wheelchairs must
be able to transfer out of the
wheelchair into a seat.

Monroe Randolph Transit District (MRT)



www.facebook.com/MonroeRandolphTransit/

Accepts Medicaid and cash fares.

618-443-9087



All vehicles are wheelchair accessible.

Rides Mass Transit District (RMTD)

www.ridesmtd.com

Accepts Medicaid and cash fares.

(877) 743-3402

Local Transit Monthly Pass:

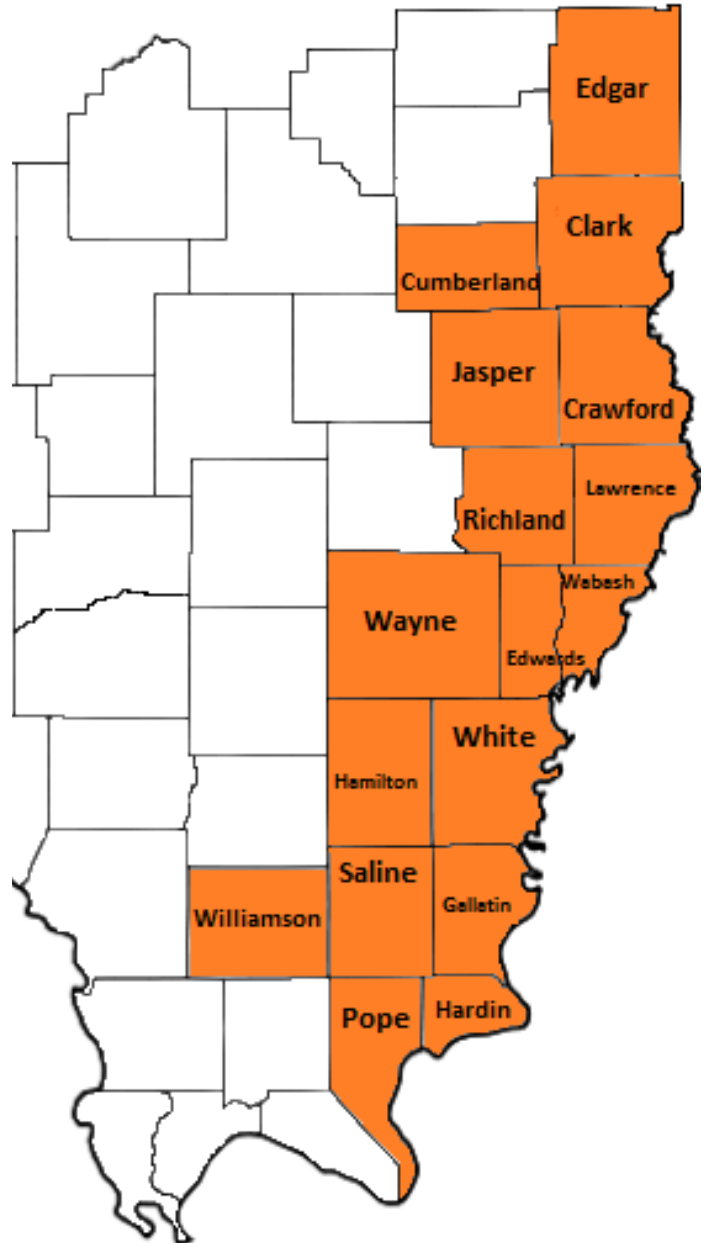
\$30 – General public

\$15 – Persons with disabilities and/or Over 60

Inter-City Transit Pass:

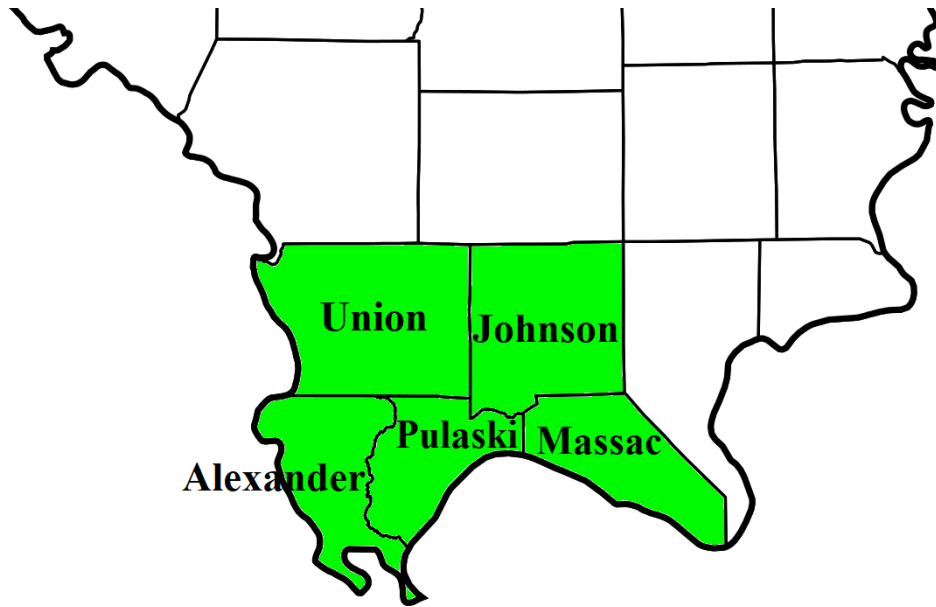
\$50 – General public

\$25 – Persons with disabilities and/or Over 60



All vehicles are wheelchair accessible.

Shawnee Mass Transit District (SMTD)



www.shawneemtd.com

Accepts Medicaid and cash fares.

866-577-6278

Monthly Shuttle Pass:

\$30 – General public

\$25 – Senior citizens and/or Veterans

Monthly All-Access Pass:

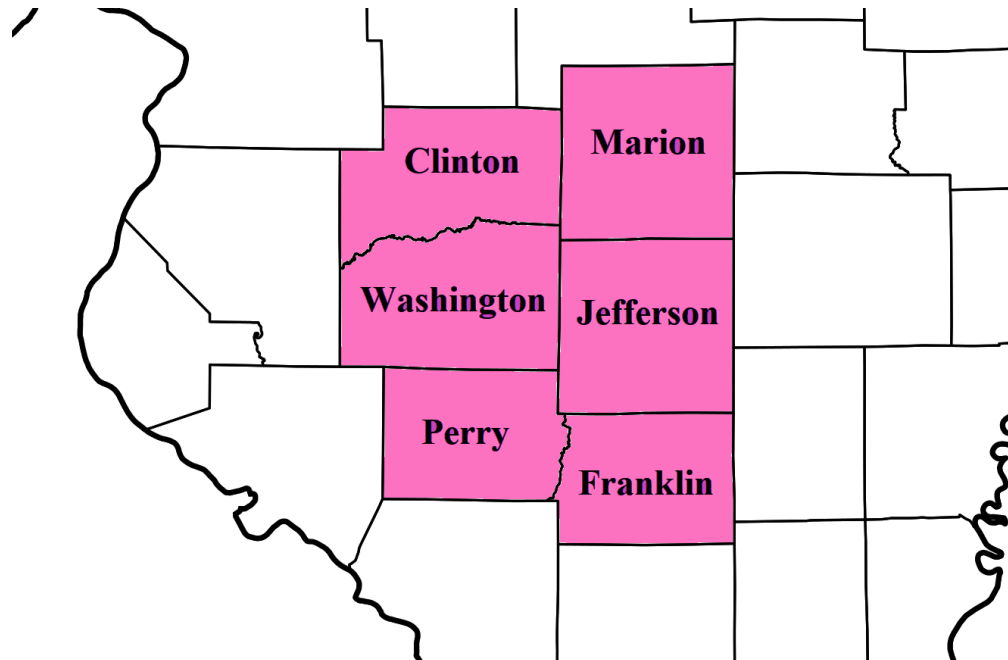
\$60 – General public

Provides access on any existing route, including shuttle and intercity connections.



All vehicles are wheelchair accessible.

South Central Transit (SCT)



www.southcentraltransit.org

Accepts Medicaid and cash fares.

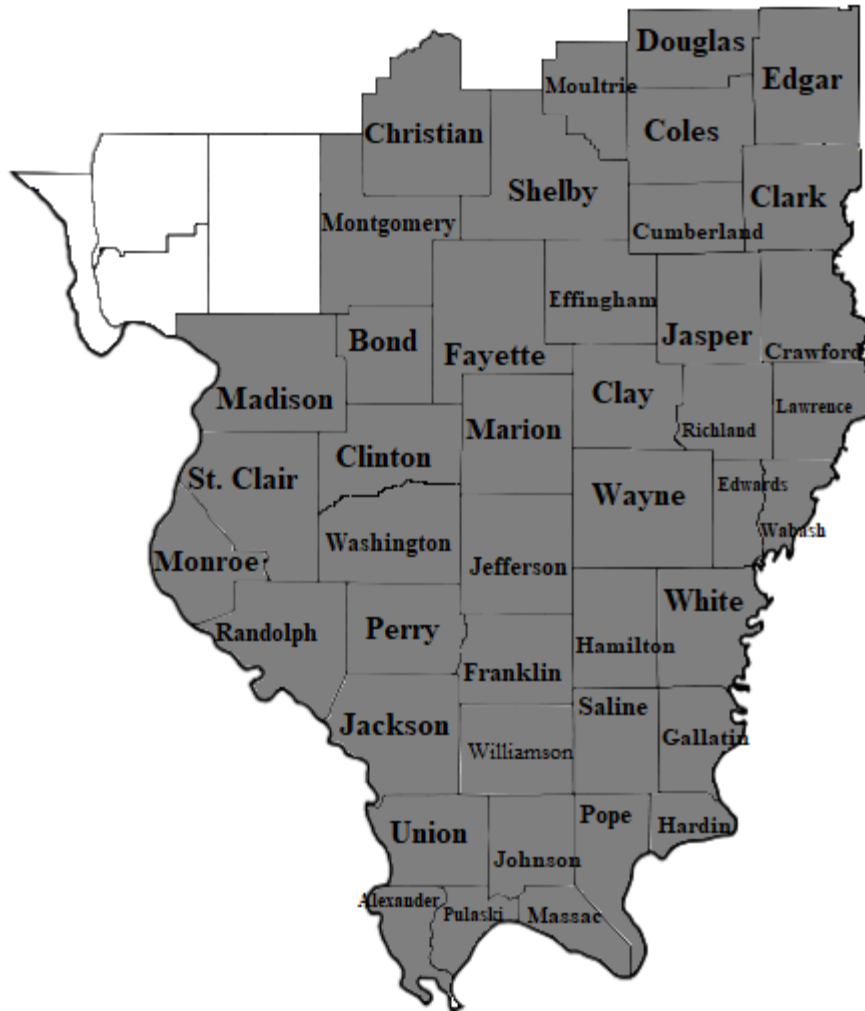
Monthly passes are not available, however discounted
Money Cards can be purchased.

800-660-7433



All vehicles are wheelchair accessible.

Southern Illinois Transportation (SIT)



618-554-3312

Accepts Medicaid only.



No wheelchair lifts available.
Riders with wheelchairs must be able to transfer out of the wheelchair into a seat.

County Quick Reference

County	Transportation Provider(s)
Alexander	SMTD, SIT
Bond	MX, SIT
Christian	CIPT, SIT
Clark	RMTD, SIT
Clay	CIPT, SIT
Clinton	SCT, SIT, MX
Coles	SIT
Crawford	RMTD, SIT
Cumberland	RMTD, SIT
Douglas	SIT
Edgar	RMTD, SIT
Edwards	RMTD, SIT
Effingham	CIPT, SIT
Fayette	CIPT, SIT
Franklin	SCT, MX, SIT, IT
Gallatin	RMTD, SIT, IT
Hamilton	RMTD, SIT, IT
Hardin	RMTD, SIT
Jackson	JCMTD, MX, SIT, IT
Jasper	RMTD, SIT
Jefferson	SCT, SIT, MX
Johnson	SMTD, SIT
Lawrence	RMTD, SIT
Madison	MX, SIT
Marion	SCT, SIT, MX
Massac	SMTD, SIT
Monroe	MRT, MX, SIT
Montgomery	CIPT, SIT
Moultrie	CIPT, SIT
Perry	SCT, MX, SIT, IT
Pope	RMTD, SIT
Pulaski	SMTD, SIT
Randolph	MRT, MX, SIT, IT
Richland	RMTD, SIT
Saline	RMTD, SIT, IT
Shelby	CIPT, SIT
St. Clair	MX, SIT
Union	SMTD, SIT
Wabash	RMTD, SIT
Washington	SCT, SIT, MX
Wayne	RMTD, SIT
White	RMTD, SIT, IT
Williamson	RMTD, MX, SIT, IT

Contact Information

Quick Guide

Thank you for using our
Non-Emergency Medical Transportation Guide!

If you have any questions, problems, comments, or concerns with this resource, please feel free to contact us.

Tracy Johnson
(844) 220-1243
tracy.johnson@ridesmtd.com

...coordinated by:

Rides Plus

A division of
Rides Mass Transit District

