

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

You can check on your ride 1 to 3 days before with our 24 hour Interactive Voice Response system (IVR):

- 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 pick up time.

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**

Hours: Monday-Friday 7:00am to 7:00pm



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

Additional Information About Your Ride

PT-1 Users

- You must have a 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 1-800-847-2900.



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.