

# MEDICAID + TRI-COUNTY TRANSIT

*Using the Medicaid Transportation  
Program and Tri-County Transit*



Non-emergency medical transportation is essential for disadvantaged Medicaid recipients, those who are older, or have disabilities or low incomes who have no transportation to access healthcare services.

Fortunately NH Medicaid covers the cost of transportation for eligible individuals to and from the doctors office for approved care.



#### MEMBERS

Member Services (for questions or to report a concern): (877) 957-1300  
Emergency Care: Go to the ER or call 911  
Mental Health/Substance Use: (Beacon Health Strategies): (855) 834-5655  
Vision services (VSP): (855) 836-9216  
Rides to Appointments (CTS): (855) 739-4775  
24/7 Nurse Advice Line: (866) 763-4829

#### PROVIDERS & BILLING OFFICES

For medical referral, prior authorization, hospital pre-certification,  
member eligibility: (877) 957-1300 (option 3)  
For behavioral health services: (866) 444-5155  
For pharmacies: (877) 957-1300  
Envision RX Options with BIN: 009893, PCN: ROIRX, RxGrp: WLSNS

## HOW IT WORKS

### FIRST

Patients schedule transportation by calling the phone number on the back of their Medicaid card 3 days prior to their appointment.

### SECOND

They will need your name, address and destination, remember to request Tri-County Transit as your mode of transportation.

### THIRD

TCT will accept and schedule the trip then arrive on the date and time requested.

## QUESTIONS?

(603) 752-1741 or 1-888-997-2020  
[www.tricountytransit.org](http://www.tricountytransit.org)