

Transportation to Non-Emergency Medicaid Appointments for Eligible Medicaid Patients

(If you're not sure which Salud! Program you're in, call the Sandoval Health Commons at 867-2291)

	Lovelace (Medicaid) Salud! Patients	Molina (Medicaid) Salud! Patients	Presbyterian (Medicaid) Salud! Patients	Medicaid Patients not enrolled in a Salud! Program
Who do I call?	Superior Transportation 1 877-735-0111	ITM 1 888-593-2052	SafeRide 1 800-797-7433	NM Ride 883-7433 toll free 1 866-995-7433
How far in advance should I call?	If you live in Albuquerque, Corrales or Rio Rancho, call at least 24 hours in advance of your scheduled appointment. For Monday trips call the previous Friday, For other trips call at least 48 hours in advance. For Monday trips call the previous Thursday.	Call at least 48 hours in advance of your scheduled appointment.	If your trip is over 60 miles, call at least by 3 pm two days in advance of your appointment. If your trip is less than 60 miles, call at least by 3 pm one day in advance of your appointment.	Call at least 48 hours in advance of your scheduled appointment.
When can I call?	Mon-Fri 7am—7pm 24 hour on call for urgent needs	Mon-Fri 8am—5pm Saturday 8am to 12pm – Saturday If you call on Saturday, the earliest your trip can be scheduled is for the following Wednesday. 24 hour on call for urgent needs	24 hours, 7 days a week 1 copy to Safe-Ride 1 800 319 6767 and 1 to Medicaid.	Mon—Fri 8 am to 5 pm 24 hour answering machine checked next day
Escorts/ Companions <i>Ask your transportation provider for specific instructions on approvals for escorts</i>	If you are over 18, you may bring an escort for medical reasons with authorization from your medical provider. The authorization must be faxed (505 341-4455) before a trip can be scheduled and should include patient name, escort name, patient social security number, and the medical reason for escort. A mother over 18 years of age may bring up to three children with her. Children 12-18 may ride alone with a permission slip from a parent or guardian.	If you are over 18, you may bring an escort for medical reasons with authorization from your medical provider. Your doctor must fax a letter (1 888 593 2056) which includes the patient name, date of birth, and the medical reason for the escort. The request for an escort must be renewed every six months. Children 12-18 may ride alone with a permission slip from a parent or guardian.	If you are over 18, you may bring one escort for medical reasons. A written request is not required. For additional escorts, Presbyterian must provide authorization. You should send Safe Ride a fax (1 800- 319-6767) from a medical provider which describes the need for a second escort. Safe Ride will forward the fax to Presbyterian for authorization. Children 10-18 may ride alone with a permission slip from a parent or guardian.	You may bring an escort for medical reasons, with authorization. Children 10-18 may ride alone with a permission slip from a parent or guardian.
Eligible Trips	<ul style="list-style-type: none"> • Medical appointments with a Lovelace authorized Medicaid provider. • Prenatal and asthma classes and workshops at the Sandoval County Health Commons. 	<ul style="list-style-type: none"> • Medical appointments with a Molina authorized Medicaid provider. • Prenatal classes and workshops at the Sandoval County Health Commons. 	<ul style="list-style-type: none"> • Medical appointments with a Presbyterian authorized Medicaid provider. • Prenatal, parenting, child development, asthma, and diabetes services at the Sandoval County Health Commons. 	<ul style="list-style-type: none"> • Medical appointments with a fee for service authorized Medicaid provider.

When you call to schedule an appointment, you'll need to following information: The address you will be picked-up at, your date of birth, the name, address, and phone number of the Medicaid service provider you will be seeing, and your appointment time. You may also need your social security number. **Children under 40 pounds and children under 5 years of age must be in a car seat.**

