

Guide on How to Request Transportation for NH Medicaid Recipients

To request rides for NH Medicaid’s Fee-for-Service (FFS), Premium Assistance (PAP), and Managed Care Organization (MCOs) members, please call the appropriate phone numbers listed below.

Type of Transportation Needed	DHHS FFS and PAP Members	MCO NH Healthy Families Members	MCO Well Sense Members
Routine Non-Emergency Medical Transportation (Non-Urgent) Requires 48 Hours’ notice	Call 844-259-4780 to arrange ride	Call 866-769-3085 to arrange ride	Call 855-739-4775 to arrange ride
Non-Emergent Medical Transportation Changes: Cancel a request or changes to a date/time	Call 844-259-4780	Call 866-769-3085	Call 855-739-4775
Urgent Non-Emergency Medical Transportation: Urgent Care or Emergency Room needs a ride home. Requires a 2 hour notice.	Call 844-259-4780 to arrange ride	Call 866-769-3085 to arrange ride	Call 855-739-4775 to arrange ride
For After Hours* Non-Emergency Medical Transportation or Hospital Discharge. Note: calls are returned within 1 hour	Call 844-259-4780 Select urgent and leave a message	Call 866-769-3085 Select urgent and leave a message	Call 855-739-4775 Select urgent and leave a message
To use the CTS Friends and Family Mileage Reimbursement Program , always call before making your ride.	Call 844-259-4780	Call 866-769-3085	Call 855-739-4775

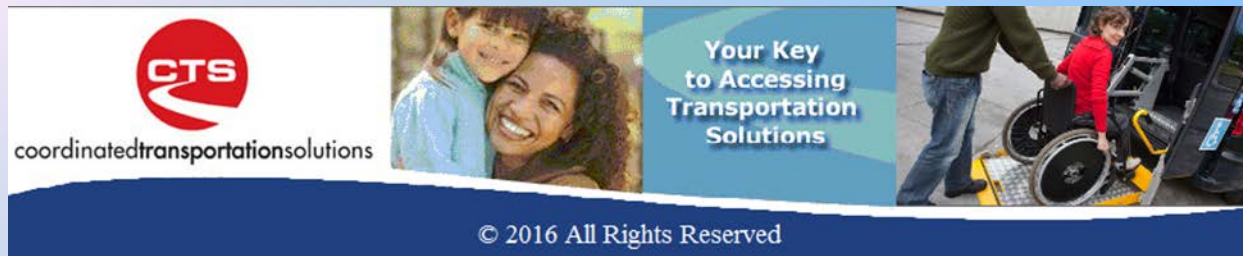
Non-emergency transportation services for all New Hampshire Medicaid recipients, including those enrolled in the Premium Assistance Program, are provided by Coordinated Transportation Services (CTS).

For TTY Services and the hearing impaired: Call 7-1-1 or 800-735-2964 (Relay New Hampshire)

***Business Hours for the CTS Call Centers:**

Monday, Tuesday, and Wednesday: 8:00am - 8:00pm

Thursday and Friday: 8:00 am - 6:00pm



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