

Transdev Transportation Prior Approval Tip Sheet

Medicaid will pay for transportation to and from appointments that Medicaid covers. For example, Medicaid will pay the cost for a trip to see a specialist. Please note you must first receive a prior approval for Medicaid to cover the transportation costs. You should submit the prior approval to Transdev as soon as possible but at least within 72 hours of the appointment.

You can use Transdev to submit prior approvals for:

- Non-emergency ambulance transportation for regular Medicaid and Medicaid managed care plans (MCOs)
- Non-emergency transportation for regular Medicaid
- Private auto-transportation for regular Medicaid

Note: Non-emergency transportation or mileage reimbursement may be available through the MCO plan. Your family or care team should contact the member services line for each MCO.

The Division of Specialized Care for Children (DSCC) care team can help individuals or families with these steps:

- Using the [Online Provider Search Tool](#) to find a possible transportation provider or calling Transdev for a current list of approved providers. Transdev requires that families fax a signed authorization to them before sending the list. The fax number for Transdev is (630) 873-1450.
- Calling the transportation company to check if there is a ride available before getting the trip approved.
- Calling Transdev to submit the prior approval for the trip. You or your family are also able to call on your own.

How to submit a prior approval to Transdev

You can call (877) 725-0569. Phone lines are available Monday through Friday, 8 a.m. to 5 p.m. (central standard time).

There are two types of trips – single trip and standing appointment. Standing appointments are for regularly recurring appointments, such as weekly physical therapy. For those appointments, Transdev can schedule a recurring ride.

You can also fax this information to Transdev at (630) 873-1450. The [Transdev Forms Website](#) has the **Standing Prior Approval (SPA) Form** and the **Single Trip Form** available.

Have the following information ready to provide to the Transdev representative:

- ✓ Participant date of birth
- ✓ Participant first and last name
- ✓ Family phone number
- ✓ Medicaid Recipient ID (RIN)
- ✓ The doctor's or facility's name, address, and phone number
- ✓ Type of service and general reason for the visit
- ✓ Time of appointment
- ✓ Pick-up and drop-off address
- ✓ If the participant uses a walker, wheelchair, or cane (or other medical conditions that may impact the mode of transportation needed)
- ✓ If the participant can travel by themselves
- ✓ If there is a preferred transportation company

Transdev will provide a confirmation number for the prior approval that you must give to the transportation company.