



Transportation Provider: Stagecoach Transportation Services, INC  
Contact Information: 802-728-3665

### The Rules and Guidelines of Medicaid Transportation

- Rides are only available for those members who are currently active on Medicaid and have no other way to get to their appointments (family, friends, public transportation).
- Rides are for Medicaid-billable medical/behavioral health appointments, VCCI case manager appointments, Blueprint-sponsored self-management courses, and pharmacy trips only.
- The transportation broker needs as much notice as possible when scheduling rides; 72 hours in advance is best.
- Please make sure you call the transportation broker as early as possible if there are any changes to your appointment or if you need to cancel.
- If a provider is located more than 60 miles away from your home, the referring provider will need to submit a transportation Physician Referral Form to Medicaid for prior approval. The request should be sent in with as much advance notice as possible so that the transportation broker can schedule your ride.
- No additional riders are allowed unless approved by Medicaid.
- You may need to be flexible with your time, as other riders who may be going to the same area may be riding with you.
- Before you call the broker to request a ride, please have the following information available:
  - Your doctor's name and address
  - The time of your appointment
  - How long you think the appointment will last
- You must show up for all scheduled rides.
- You must behave in a courteous, non-confrontational and respectable manner to all drivers, provider staff, and other riders during your transport.
- You may report any complaints to Green Mt. Care Member Services @800-250-8427.

**By signing this document, per Medicaid guidelines, you agree to follow these rules, knowing that you may be denied further rides for any future violations. Failure to sign or return this document will result in the denial of future rides.**

Member Name: \_\_\_\_\_

Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_