



Quick Tips for Rides

Before You Ride:

- Be ready an hour before your appointment. If you are going to Boston, be ready an hour and a half before your appointment, due to traffic concerns.
- Call for your return ride early. If you call for your return ride after your appointment is over, you may have to wait up to one hour before you are picked up.

During Your Ride:

- Face covers/masks are required for both you and the driver to stay safe during the COVID-19 pandemic.
- Use a seat belt at all times the vehicle is underway!
- No smoking in the vehicle.
- Drivers are not allowed to make any unscheduled stops.
- Drivers are not allowed to use their cell phones while driving.

Planning Ahead:

- Schedule a ride at least 72 hours (three days) in advance.
- Confirm the accommodations you need every time you book a ride! Review more information about accommodations below.
- If your address or phone number has changed, tell CTS when scheduling your ride. Make sure to tell Commonwealth Care Alliance (CCA) Member Services at **866-610-2273 (TTY 711)** too.

**Call Coordinated Transportation Services (CTS)
at 855-204-1410 (TTY 711) to schedule a ride.**

Monday – Friday: 7 am – 8 pm
Saturday – Sunday: 8 am – 12 pm

Common Questions

What is the transportation benefit?

- For CCA Senior Care Options and CCA One Care: We cover unlimited medical rides to approved locations within our services area.
- For CCA Medicare Value: We cover 12 one-way rides per year for non-emergency rides to approved locations within our service area.
- Approved locations are in-network providers for medical appointments.
- CCA Senior Care Options and CCA One Care members can also book up to eight one-way rides per month to non-medical locations that benefit your well-being and are part of your care plan, such as the grocery store or religious services.
- The benefit is for eligible members who are unable to use public or private transportation.
- Your CCA care team can help you decide what is best for your needs.
- Read your Evidence of Coverage/Member Handbook for more information.

Booking Your Ride

How do I schedule a ride?

- Call CTS at **855-204-1410 (TTY 711)**, 7 am to 8 pm, Monday to Friday and 8 am to 12 pm, Saturday to Sunday and federal holidays.
- **Urgent only:** If it is outside of business hours, you can leave a voicemail for urgent ride issues or needs. You should receive a callback within one hour unless you left a non-urgent voicemail.

When should I book my ride?

- As soon as you made your appointment with your provider.
- At least 72 hours (three days) before your appointment.
- We understand that appointments come up at the last minute. We will do our best to get you a ride. We can't guarantee last-minute rides!
- CCA Senior Care Options and CCA One Care members only:

- Non-medical rides, such as trips to the grocery store, require 72 hours (three days) prior notice.
- After four non-medical round trips OR eight one-way trips each month, additional rides require pre-approval from your CCA care partner in writing to CTS.

What if I don't know the exact time I need to be picked up?

- Ask for a "will call" ride for your return so you control when to request the pickup. A "will call" can be with a transportation provider or Lyft.
- If your "will call" is with Lyft, you must have a cell phone, and live in an area with Lyft availability. On the day of your ride, you will receive a text from Lyft saying, "You have a ride" with the date and range of hours for when you can initiate the ride. When you are ready for pickup, click on the link under "You've got a ride." Review the ride details and click the "Request Now" button.
- **If you ask for a "will call" return trip, keep in mind that it may take up to one hour before you get picked up.**

What is pre-approval (approval in advance)?

If you need more than the normal transportation benefit, or certain services like a medical companion, CCA must provide pre-approval in writing to CTS. These additional rides are based on medical necessity. Speak with your care partner.

What accommodations do you provide?

When booking your ride, please ask for any of these services if you need them:

- Door-to-door service
- Interpreters: An interpreter can help you if your provider does not speak your language and does not have someone on staff to assist.
- Medical companion (requires pre-approval): A medical companion comes with you to make sure you arrive safely and attends the appointment with you. They make sure you get home safely too. For example, you may need a medical companion if you need help getting home after a medical procedure. Talk to your care partner to get pre-approval in writing to CTS with at least 14 days' notice.

Can I bring additional passengers?

You may bring one or two other passengers, but you must tell CTS when booking your ride. No additional passengers can be added last minute.

What happens after I schedule my ride?

You can get two messages about your ride:

1. A reminder message the day before your ride
2. A message the day of your appointment saying your ride is on its way

You can get a phone call, text message, or email in English or Spanish. Tell CTS which type of messages you like.

Can I get messages about my ride in real time?

Only Lyft sends texts about rides in real time.

What if I need to cancel or change my ride?

Let CTS know as soon as possible. Call **855-204-1410 (TTY 711)** at least two hours before your ride. If it is after business hours, please leave a voicemail.

Transportation Providers

What transportation types are available?

Ride companies (not Lyft)

- Vehicle type: Car
- Wheelchair accessible vehicle
- Non-emergency ambulance, by plan
- Door-to-door help, if requested
- You can request a specific company
- Other accommodations

Lyft

- Vehicle type: Car
- Curb-to-curb pick up and drop off
- You cannot choose the driver
- You must have a cellphone and know how to use text messages
- No accommodations
- You can request a “will call” ride when you don’t know your exact pickup time

Wait times:

Ride companies (not Lyft)

- Your driver has a 15-minute grace period like you do.
- They may arrive before or after your pick-up time.
- Drivers wait up to 15 minutes from the scheduled pick-up time.
- Please try to be ready for your pick-up time.

Lyft

- A Lyft driver will only wait up to 5 minutes for you. You must be ready to go when driver arrives.
- They do not know you are a CCA member. It is the same as if you were to request a ride on your own.
- If you do not show up or cancel when the Lyft shows up multiple times, we will not be able to offer you rides with Lyft.

Can I pick my own ride company?

While we do our best to meet preferences, ride companies are scheduled based on availability, their service area, and their ability to meet your needs.

What to Expect During Your Ride

How far can I travel?

- Medical rides are not limited by distance. We may ask your care partner and care team to work with you to find a provider close to you.
- For non-medical trips, such as the grocery store, you should choose the location closest to you. Your request may not be approved if it is too far and not medically necessary.

What can I expect when taking transportation?

- If you need assistance, please let CTS know when requesting your ride.
- Due to the COVID-19 pandemic, drivers are limited in what they can offer.

Can I make extra stops?

Drivers are not allowed to make any unscheduled stops.

Can I sit upfront?

Drivers are not allowed to let you sit in the front seat unless you have an approved medical reason, especially during the pandemic.

Returning Home

What can I do if my appointment ends early or if the driver is late?

Call CTS at **855-204-1410 (TTY 711)**, 7 am to 8 pm, Monday to Friday and 8 am to 12 pm, Saturday to Sunday and federal holidays.

How do I return home when I choose to call after my appointment ends?

If you pre-booked a return ride as a “will call” and you’re ready to go home, you have two options:

Option 1: Call CTS at **855-204-1410 (TTY 711)**.

Option 2: Call your ride company:

- If they gave you a card with a phone number to dial for pick-up or provided this information when asked, you can call them directly.
- Some ride companies do not offer this option. This is not an option with Lyft rides.

If you ask for a “will call” return trip, keep in mind that it may take up to one hour before you get picked up.

If you do not have a cellphone, ask someone at the front desk of your provider’s office if they can help you call CTS (or your transportation company if they gave you their phone number).

For return-trip requests after 8 pm, Monday to Friday and after 12 pm, Saturday to Sunday:

- You can leave a voicemail by calling **855-204-1410 (TTY 711)** and the call will be returned within one hour.
- If your return ride is after 8 pm from Monday to Friday or after 12 pm on the weekend, you may want to pre-book a return time instead of using the ‘will call’ option. You may have to wait up to two hours (one hour for a call back and one more hour for a car to pick you up).

CCA Transportation Portal

What can I do in the CCA transportation portal?

- Request rides that are more than 72 hours (three days) in the future.
- View your scheduled rides.
- Confirm your rides are booked correctly.
- Cancel your rides that are more than 72 hours (three days) in the future.

How do I sign up for the portal?

You need an email address to sign up for the portal. Contact CTS from your email address at **ccamemberportal@ctstransit.com** or visit www.ctstransit.com/portal-training-resources for sign-up instructions.

How do I learn how to use the portal?

Visit www.ctstransit.com/portal-training-resources for portal training resources, including guides and videos on how to use the portal.

Questions and Feedback

What if I have issues with my rides?

If you have an issue and need a fast response, call **855-204-1410 (TTY 711)**. For example, if the driver doesn't show up or you left an item in the vehicle.

How do I give feedback about the rides I have taken?

- If you get your ride messages by text or email, you will be invited to take a survey for each ride you request.
- If you get your ride messages as phone calls, please call CTS at **855-204-1410 (TTY 711)** to provide feedback.

You can get this document for free in other formats, such as large print, braille, or audio. Call 866-610-2273 (TTY 711), 8 am to 8 pm, 7 days a week, from October 1 to March 31. (April 1 to September 30: 8 am to 8 pm, Monday to Friday, and 8 am to 6 pm, Saturday and Sunday.) The call is free.