Trip Request Instructions

You or the person calling for you will need to:

1. **Call a transportation company to see if they can take you to your doctor’s appointment.**
   - You can call the transportation company you always use (or)
   - If you need help finding a transportation company you can call First Transit at **1-877-725-0569**.

2. **Call First Transit at 1-877-725-0569 to get your trip approved.**
   - **First Transit will ask:**
     - Your name
     - May need to get your “OK” to talk with the person calling for you
     - Your pick-up address and phone number
     - Your Medicaid ID# (9 digit recipient identification number)
     - The general reason for your doctor’s visit
     - The name of the office/clinic/hospital where you are going
     - The name of the doctor you will be seeing
     - The address and phone number where you are going
     - The appointment date and time
     - If there are medical or non-medical reasons why you can not use public or other transportation
     - If you use a walker, wheelchair, or cane
     - If you can travel by yourself

   **First Transit will give you a reference number**

3. **Call the transportation company and give them your reference number and schedule your pick-up time.**

4. **Call the transportation company before your doctor’s appointment to confirm your reservation.**