

How To Order Medicaid Transportation

Choices Mental Health Counseling PLLC, at 6 Pelton Street, Monticello, New York, is an approved destination for Medicaid transportation.

When ordering Medicaid transportation a Sullivan County recipient (*including* managed care with Fidelis Care NY, Hudson Health Plan, or Beacon Health Strategies) has three options:

- Phone: 866-573-2148 or 855-360-3549
- Fax: 315-475-8123
- Website: medanswering.com (*requires pre-registration*)

Plan ahead! Medicaid recipients must call between 7:00 AM and 6:00 PM, Monday to Friday.

Schedulers ask that you call **three business days before the appointment** to arrange your ride. If this is impossible, give as much notice as you can. Your health care provider may need to call to verify or advocate, particularly if short notice is given. Please do your best to plan ahead.

When calling to order transportation you should have the following information:

- Name
- Birth date
- Address
- Contact Number
- Reason for Transportation
- Name of treatment provider that will be seen
- Date and time of the appointment
- Location you will be attending
- Transportation vendor with whom you prefer to ride
- Any other special instructions needed for the trip

Forms and other information that may be helpful can be found on the website of Medical Answering Service at medanswering.com.

If you have trouble with this process, let your healthcare provider(s) know. ***The purpose of Medicaid transportation is to help eliminate barriers to medically necessary services.***