

# IMPORTANT CHANGES TO YOUR MEDICAL TRANSPORTATION

**Starting January 1, 2026, you will get non-emergency medical transportation through MassHealth fee-for-service (FFS).** This notice explains the steps you'll need to take to make sure that you can keep getting help to get you to and from your medical appointments.

## What should I do if I need help getting to the doctor?

- Tell your doctor that your insurance is changing to MassHealth FFS. Your doctor will need to send a request for transportation, called a PT1 request.
- After your doctor submits the PT1 request, it may take between 0 and 3 business days to process.
- You'll be matched with a transportation broker based on where you live. This broker will handle all scheduling and transportation assistance for you.
- When you need a ride, call your transportation broker and give them
  1. your PT1 number (your provider can give this to you, or you can find it by going to [www.mass.gov](http://www.mass.gov) and searching "PT1"); and
  2. your MassHealth ID number.

You may also be able to schedule transportation online. For instructions, go to [www.mass.gov](http://www.mass.gov). Search for "PT1," then click **"Get a ride to MassHealth medical appointments"** and select **"Schedule your ride online, using the mobile app, or by phone."**

- Tell your transportation broker the time of your appointment and how long you expect the appointment to be, so that both the pickup and return trips can be scheduled.
- Try to contact the transportation broker at least three business days before your doctor's appointment to make sure that you can get the help you need.

## What should I do if I need help getting to my adult day health program?

*Your adult day health program, instead of a SCO care coordinator, will arrange and provide transportation to and from the adult day health center.*

- Tell your adult day health program that your insurance is changing to MassHealth FFS, and that now you need your program to arrange and provide transportation to and from the adult day health center.

## What should I do if I have questions or need help with this process?

- For any questions, please contact the **MassHealth Customer Service Center** Monday to Friday from 8:00 a.m. to 5:00 p.m., at (800) 841-2900, TDD/TTY: 711. You can also visit our website at [www.mass.gov/info-details/2026-sco-eligibility-changes](http://www.mass.gov/info-details/2026-sco-eligibility-changes).
- If your doctor has specific questions about an existing PT1 request to MassHealth FFS, your doctor can call the **MassHealth Customer Service Center** or contact MassHealth directly at [HSTinfo@mass.gov](mailto:HSTinfo@mass.gov).