Transportation for Early Intervention (EI)

PT-1 Facts for Providers, Families and DPH

1. The EI Provider should submit a Transportation Request (TR) for all children attending their site that need transportation services. If a child is MassHealth eligible, a PT-1 should be submitted as well.
2. The EI Provider is responsible for the submission of the PT-1. These are completed electronically via the MassHealth Customer Web Portal at:

<https://masshealth.ehs.state.ma.us/cwp/login.aspx>

1. When completing the PT-1 form or making any changes you must always select the PT-1 Type “**Early Intervention**” (never any other options, this includes never selecting change of address).
2. Prior to submitting the PT-1, providers must first confirm the member’s residential address as well as an alternate pickup/drop off address if applicable. If the residential address is not the address currently on file with MassHealth, (it will auto-populate on the on-line PT-1 application) please enter the correct home address on the PT-1. Please note, this will not update the address on the child’s case, the change will only apply to the PT-1 form.
3. Address Changes — All MassHealth members utilizing transportation through the PT-1 will require new PT-1 forms whenever they report a new residential address to MassHealth. To avoid any interruption in services, treating providers must submit new PT-1 requests within 30 days of the member’s address change.
4. Because the child is only eligible for EI services until they turn 3 years old, when entering the frequency and duration of the PT-1, you will have to enter it to run only until the child’s third birthday.
5. It may take up to 4 business days for the PT-1 to be processed. MassHealth customer service will send notification to the Broker, the participant and the EI Provider. The EI Provider can then coordinate with Broker.
6. Providers can check the status of the PT-1 application electronically in the Portal by clicking on “Search” tab located on the main page.
7. Once transportation is approved with a TR or PT-1, the Broker and the EI Provider must communicate with each other to initiate a start date, confirm the attendance schedule, pick up and drop off times, etc. The Broker and Program should not delay transportation due to a lack of routes or vendors. If you experience any delays in getting transportation started please contact the email or phone number below so that the issue can be addressed.
8. When transportation services need to be placed “on hold” for reasons such as hospitalization, vacations, etc., the EI Provider must notify the Broker immediately.
9. When a child is discharged from the program, the EI Provider must notify Broker of discharge immediately, there is no way to discontinue a PT-1 electronically.
10. If the EI Program is moving to a new location please submit new PT-1 forms for all children reflecting the new address. Please follow normal DPH and MassHealth procedures regarding new site approvals.
11. Complaints about transportation can be made by Participant, EI Provider or DPH directly to HST in order to ensure follow up. Complaints should be emailed to [HSTComplaintIncident@massmail.state.ma.us](mailto:HSTComplaintIncident@massmail.state.ma.us).
12. EI providers with any issues or questions can also contact Vera Kirrane. She can be reached at 617-847-6556 or [vera.kirrane@massmail.state.ma.us](mailto:vera.kirrane@massmail.state.ma.us) .
13. MassHealth Customer Service Center: 1-800-841-2900.