MassHealth
All Provider Bulletin 218
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TO: All Providers Participating in MassHealth

FROM: Julian J. Harris, M.D., Medicaid Director

RE: Service Animal Indication on the Prescription for Transportation (PT-1) Form

MassHealth providers completing the Prescription for Transportation (PT-1) form on behalf of a MassHealth member to request authorization for transportation to medical services, should indicate on the PT-1 if the member will be accompanied by a service animal.

To indicate that a member will be accompanied by a service animal, providers should enter “Service Animal” in Section 7 (Other Information) of the PT-1 form in the field “Specify other transportation needs.”

The PT-1 form is fillable online. We encourage you to submit your PT-1 requests electronically instead of by fax or mail. For more information about requesting nonemergency transportation for a member online, please see MassHealth All Provider Bulletin 157.

If you have any questions about the information in this bulletin, please contact MassHealth Customer Service at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.