

TRANSPORTATION OPTIONS

RESOURCES

This guide is intended as a resource for transportation for patients in the community. This is a guide. For information which may be available outside this area, please contact ServiceLink. They may have information offered by faith, community, or volunteer programs.

Service Link: 1-866-634-9412

MEDICAL / ELDERLY / DISABLED TRANSPORTATION

No charge, or nominal fee / donation

TASC - Transportation Assistance for Seacoast Citizens

As of 6/1/2020: Limited to essential rides. Masks are required for all drivers and passengers due to Covid-19.

Who: Age 55+ or disability – wheelchair accessible

What: Volunteer service for medical and social services

Where: Exeter, Brentwood, Greenland, Hampton, Hampton Falls, North Hampton, Kensington, Rye, Stratham, and Seabrook

Contact: (603) 926-9026 www.tasc-rides.org

Cost: Free

Community Caregivers of Greater Derry

As of 6/2/2020: Services for clients/potential clients only. Masks required due to Covid-19. There's a wait list.

Who: Registered and vetted clients who are elderly, disabled or chronically ill. All potential clients are added to a waiting list until such time that the agency has the capacity to take them on long-term.

What: Volunteer service for medical appointments

Where: Derry, Londonderry, Windham, Sandown, Chester, Danville and Hampstead

Contact: (603) 432-0877, ext. 2 www.comcaregivers.org

Cost: Free

Lamprey Health Care Senior Transportation (Van)

As of 6/1/2020: Service temporarily suspended due to Covid-19.

Who: Elderly, disabled or Veteran – wheelchair accessible

What: Volunteer/federal funding for medical and social services

Where: Rockingham and Strafford County

Contact: (603) 659-2424 www.lampreyhealth.org

Cost: Free

American Cancer Society, Road to Recovery

As of 6/1/2020: Services temporarily suspended due to Covid-19.

Who: Ambulatory patients receiving treatment for cancer or complementary therapy

What: Volunteer service – requires 4 business day advance notice

Where: Statewide

Contact: (800) 227-2345 www.cancer.org

Cost: Free

Medicaid Medical Transportation Services – One Call

As of 6/1/2020: Services are open. Updated 8/3/20

Who: NH Healthy Families or Wellsense subscribers

What: Medical appointment transportation or reimbursement for self-transport

Where: New Hampshire

Contact: *NHHF 1-866-769-3085 for more information or*

To schedule a ride call 1-888-597-1192

Cost: Free or reimbursement

[For reimbursement click here for instructions.](#)

Community Rides – Alliance for Community Transportation (ACT)

As of 6/2/2020: Services are open but limited to essential rides.

Who: Medicare, 60+, and those with a disability (including 70% disabled determined by the VA)

What: non-emergency medical transportation

Where: Eastern Rockingham County, all of Strafford County, Wakefield and Brookfield in Carroll County

Contact: (603) 834-6010 or www.communityrides.org

Cost: Free – limited to 5 round trips monthly

Ready Rides

As of 6/2/2020: Open for life saving service appointments (i.e. dialysis, blood transfusions, injury). Not for PT, Counselling, general health or dental check up appointments. Will drive for grocery and pharmacy pick ups.

Who: Elderly or disability

What: Volunteer service for medical appointments and essential services

Where: Barrington, Durham, Lee, Madbury, Newfields, Newmarket, Northwood, Nottingham, Strafford

Contact: (603) 244-8719 www.readyrides.org

Cost: Free

COAST (Cooperative Alliance for Seacoast Transportation)

As of 6/30/20: Services are open.

Who: for Portsmouth residents. Wheelchair accessible.

What: Affordable public transportation

Where: Rochester, Dover, Portsmouth, Somersworth, Berwick, Newington, Kittery, Farmington

Contact: (603) 743-5777 www.coastbus.org

Cost: \$.75 - \$3.00

Rockingham Meals on Wheels Transportation

As of 6/3/2020: Services in all locations are running. Masks are required.

Who: Elderly, disabled, wheelchair accessible Rockingham County Residents

What: Senior Shuttles and Blue Busses are available Monday through Friday and cover a limited number of towns in Rockingham County.

Where: Rockingham County

Contact: Rides must be scheduled in advance. To schedule a ride please call TripLink at (603) 834-6010.

www.rockinghammealsonwheels.org

Cost: Rides are \$1 to \$3 each way and are a requested donation. Actual value of the rides are around \$10 each way.

- **Exeter Blue Bus (Serving Exeter & Stratham)** operates 40 hours a week and includes scheduled shopping trips and medical appointments in addition to transportation to and from the Senior Center. This bus is accessible. Age 60+
- **Epping Senior Shuttle (Serving Epping, Brentwood, Raymond, Fremont, Nottingham, Deerfield, Northwood)** operates 25 hours per week and includes shopping, limited medical appointments, and transportation to the Epping church and the Ray-Fre Senior Center for lunch. Age 60+
- **Plaistow Senior Shuttle** operates 25 hours per week and provides transportation to the Vic Geary Center for lunch and activities and some shopping trips. Age 60+
- **Seacoast Blue Bus** operates 25 hours a week and provides transportation to the Hampton and Seabrook luncheon centers and for medical appointments and shopping. This bus is accessible. Age 55+

Future In Sight (formerly NH Association for the Blind)

As of 6/2/2020: Service temporarily suspended due to Covid-19.

Who: Blind

What: Volunteer service for medical appointments

Where: Statewide

Contact: (603) 224-4039 www.futureinsight.org

Cost: Free

Community Action Partnership (CAP)– Senior Transportation

As of 3/20/20 service suspended due to Covid-19 but will do meal delivery.

Who: Residents of Strafford County age 60 and over

What: Rides to grocery stores, shopping plaza and pharmacy. No doctor appointments.

Where: Strafford County

Contact: (603) 817-8207 www.straftordcap.org/our-services/senior-transportation

Cost: \$2 per round trip

Wentworth Douglass – Care Van

As of 6/30/20: Services are open to Wentworth Douglass Patients.

Who: Eligible patients coming to Wentworth Douglass Hospital for an extended course of treatment, most commonly Cancer Treatments, Physical Therapy and Wound Healing treatments.

What: Courtesy service for Wentworth Douglass patients.

Where: Dover, Madbury, Somersworth, Rollinsford, Durham, Lee, Barrington, South Berwick, Berwick, Rochester, Newmarket, and Eliot.

Contact: (603) 740-2520 www.wdhospital.com

Cost: Free

Seniors Helping Seniors – Transportation

As of 6/30/20: Services are open.

Who: Seniors

What: companionship while providing transportation to a doctor's appointment, the grocery store, or just out of the house for a cup of coffee.

Where: Southern NH and Seacoast

Contact: (603) 801-1936 www.seniorshelpingseniorsnh.com

Cost: \$16 each way

TOWN BASED PROGRAMS
Reduced cost/Free/Donation

Rye Senior SERVE Transportation Program

6/2/2020: Program is still running but van is shut down due to Covid-19.

Who: Age 55+ AND Rye resident

What: Medical appointments, pharmacy, grocery, library

Where: From Rye to appointment as needed

Contact: (603) 436-6041 Jim Delaney for general transportation needs

(603) 964-5633 Claudia Hackett for medical or dental appointments

www.town.rye.nh.us

Cost: Free – donations accepted

Salem Caregivers

As of 6/2/2020: Service is for current clients only. Masks are required.

Who: Salem or Pelham residents

What: Town subsidized medical appointments or shopping trips

Where: NH/MA

Contact: (603) 898-2850 www.salemcare.org

Cost: Free

Exeter

As of 6/9/2020: Program still running.

What: Resident age 60+ can purchase vouchers from town for \$10. Will provide \$20 toward Academy Taxi services.

Contact: (603) 773-6151 www.exeternh.gov

Seabrook

As of 6/2/2020: Program still running.

What: Residents 55+ or disabled – reduced taxi rate for medical transport to Newburyport, Amesbury, Seabrook, Seabrook Beach or Salisbury. Offered by Port Taxi. Call to apply for the program.

Contact: (603) 474-5746 www.seabrooknh.info/town-departments/welfare/transportation/

Wildcat Public Transit

As of 6/30/20 service suspended due to Covid-19

What: Public transportation for Portsmouth, Newmarket and Dover

Contact: (603) 862-2328 www.unh.edu/transportation/wildcat-transit

Cost: \$1.50 per ride

Plaistow/Hampstead/Derry/Danville/Chester/Londonderry/Salem/Sandown/Windham

Updated 8/3/2020

As of 6/2/2020: All trips will be limited to rides to grocery stores, pharmacies & medical appointments. The services is extended to passengers who work at Grocery Stores, Pharmacies and Medical Offices.

What: CART – Cooperative Alliance for Regional Transportation – Handicap accessible

Contact: (603) 434-3569 www.cart-rides.org

Cost: \$3-\$5/ride

PRIVATE PAY TRANSPORTATION

Wheelchair accessible

Not generally covered non-emergent by Medicare

Liberty Livery

As of 6/2/2020: Still in business.

Who: Elderly, disabled

What: Medical appointments

Where: Rockingham/Stratford Counties

Contact: (603)662-8747 www.libertylivery.com

Cost: 0.38/Mile to house, \$1.50/during trip. 1 hour free wait time then \$20/hr thereafter

Allied Wheelchair Van Service

As of 6/9/2020: Still in business.

Who: General public – wheelchair accessible

What: Medical appointments

Where: Hampton based – will travel to medical appointments as needed

Barrington, Brentwood, Dover, Durham, East Kingston, Epping, Exeter, Farmington, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, Lee, Madbury, Middleton, Milton, New Castle, New Durham, Newfields, Newington, Newmarket, Newton, North Hampton, Northwood, Nottingham, Portsmouth, Rochester, Rollinsford, Rye, Seabrook, Somersworth, South Hampton, Strafford, Stratham

Contact: (603)601-8174

Cost: \$90/trip + \$3/mile; Medicaid: Free

American Medical Response (AMR)

As of 6/2/2020: Still in business.

Who: General public – wheelchair accessible

What: Non-emergent medical appointments

Where: NH

Contact: (800)322-0471 www.amr.net

Cost: \$97.19/direction + \$8.56/mile; Medicaid: Free

PUBLIC TAXI

Anchor Taxi

As of 6/2/2020: Still in business.

Contact: (603)436-1888

Cost: \$3.50 start + \$3.60/mile; \$1.00 additional per passenger

Annie's Taxi

As of 6/2/2020: Still in business.

Contact: (603)531-9955

Cost: \$3.50 start + \$3.60/mile; \$1.00 additional per passenger + 0.45/min wait

Abba Taxi

As of 6/2/2020: Still in business.

Contact: (603) 777-9984 or (603)926-8294

Cost: \$3/mile; \$10 minimum

Academy Taxi

As of 6/2/2020: Still in business.

Contact: (603)658-8294

Cost: \$3.50 to start + \$2.80/mile.

----*Exeter Residents* – purchase \$20 book for \$10 to subsidize cost

Non-Emergency Transportation



nh healthy families.



Remember:

Use Family and Friends or Public Transportation First!

Helping you get to your non-emergency medical appointments is important to us. There are three easy ways you can access transportation.



1. Family and Friends Transportation Reimbursement

Use this option if you have a car, or when a friend or family member with a car can drive you to your medically necessary appointment. Receive reimbursement for gas, parking and tolls. Here's how it works:

- **Beginning on September 1, 2020, Family and Friends Transportation Reimbursement will be provided by Medical Transportation Management, Inc. (MTM) through the MTM Currency program.**
- **Before your appointment, call MTM at 1-888-597-1192 to schedule your transportation reimbursement trip**
- **Watch the mail for your Focus Card™ Cardholder Packet.** For security, the packet will come in a plain white envelope. The envelope will have an Indianapolis, Indiana return address. Do not throw the packet away. This could delay receiving funds.
- **Use a Trip Log to track your travel.** MTM will send you a Trip Log or you can print and download a log at www.mtm-inc.net/mileage-reimbursement. Enter your zip code to find the correct log. Complete the log and have your provider sign it for each appointment. Once you submit your log (you have 60 days to submit), MTM will verify the information. Funds will be loaded to your Focus Card™ after your trip is verified.

Send your completed log to MTM in one of three ways:

Mail: Medical Transportation Management, Inc.
16 Hawk Ridge Drive
Lake St. Louis, MO 63367

Fax: 1-888-513-1610

Email: payme@mtm-inc.net



2. Public Transportation

- Before your appointment, call MTM at **1-888-597-1192** to schedule your public transportation trip
- MTM will add funds to your Focus Card™ for your pass or ticket in advance of your trip. Use these funds to purchase your fare online or at a local transit depot.

For more information contact Medical Transportation Management, Inc (MTM) at **1-888-597-1192**.



3. Contacting MTM for a ride

If you are exempt from using Public Transportation or Family and Friends Transportation Reimbursement, you may contact MTM for a ride.

Here's how:

Three days before your appointment, call **1-888-597-1192** for MTM. Share the date and time of your appointment and a ride will be scheduled for you.

Be sure to save your card for future trips. This is not a one-time use card. New funds will be loaded as you take more trips.

To schedule transportation to provider offices or facilities for services provided directly by NH Healthy Families, call MTM toll-free at 1-888-597-1192 (TDD/TTY: 711).

For more information, contact NH Healthy Families Member Services at 1-866-769-3085, Monday through Wednesday, 8:00 a.m. to 8:00 p.m. and Thursday through Friday, 8:00 a.m. to 5:00 p.m.

Rules and exemptions are included on the reverse side →

Rules and Exceptions to Using the Family and Friends Transportation Reimbursement or Public Transportation

Exceptions to the Family and Friends Transportation Reimbursement Requirement

- You must use Family and Friends Transportation Reimbursement if you have a car, or when a friend or family member with a car can drive you to your medically necessary service
- If you have a car and do not want to enroll in the Family and Friends Program you must meet one (1) of the following criteria to qualify for transportation services:
 - Do not have a valid driver's license;
 - Do not have a working vehicle available in the household;
 - Are unable to travel or wait for services alone; or
 - Have a physical, cognitive, mental or developmental limitation
- If no car is owned or available, you must use public transportation if you meet one (1) of the following criteria:
 - You live less than one half mile from a bus route and your provider is less than one half mile from the bus route;
 - You are an adult under the age of sixty-five (65)

Exceptions to the Public Transportation Requirement

- If you have two (2) or more children under age six (6) who are traveling with you; or
- If you have one (1) or more children over age six (6) with limited mobility who are accompanying you to the appointment; or
- If you have at least one (1) of the following conditions:
 - Pregnant or up to six (6) weeks post-partum;
 - Moderate to severe respiratory condition with or without an oxygen dependency;
 - Limited mobility (walker, cane, wheelchair, amputee, etc.);
 - Visually impaired;
 - Developmentally delayed;
 - Significant and incapacitating degree of mental illness; or
 - Other exception by provider approval only



Expanded Transportation

We offer Expanded Transportation at no cost to you.* We will reimburse you for transportation to your social services appointments like Alcoholics Anonymous and Narcotics Anonymous.

*Some restrictions and limitations apply. Each member can earn up to \$250 in cash and non-cash goods and services through June 30 each year.



[NHhealthyfamilies.com](https://www.nhhealthyfamilies.com)

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1-866-769-3085

TDD/TTY: 1-855-742-0123

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