Need a ride?

- If you have no other way to get to your Medicaid doctor or dentist, you can call LogistiCare at 1-855-687-3255.

- You can request a mass transit coupon if you are able to ride mass transit but cannot afford to purchase them for yourself.

- Call at least 48 hours (2 business days) before your health-care appointment to set up a ride.

- This does NOT affect your Texas Medicaid or Children with Special Health Care Needs (CSHCN) services program benefits.

- If you have a medical emergency, call 911 immediately.

- There is no cost for this service.

- If your doctor verifies you have an urgent need, you can set up trips with less than 48-hours' notice. Urgent trips include hospital discharges.

- See our web site for more information or to find out how to set up your rides online. www.txmedicaidride.net

How to Set Up Rides for Texas Medicaid and Children with Special Health Care Needs (CSHCN) Services Program

Please be ready with these facts when you call to set up a ride:

- Your name and date of birth
- Your Medicaid ID or CSHCN number
- Address and phone number of where you need to be picked up
- Name, address and phone number of your Medicaid medical or dental provider
- Date and time of your health-care visit
Your Rights and Responsibilities

You have a right to...

- Courteous and respectful service.
- A safe ride that meets your needs if you have no other way to get there.
- On-time pickup and delivery to your medical or dental appointment.
- A way to let us know when things don’t go right.

You are responsible for...

- Calling us at least 48 hours (2 business days) before your health-care visit.
- Asking for a ride to a Medicaid provider.
- Being ready to go at least 15 minutes before the scheduled pick-up time.
- Making sure you bring any necessary equipment you might need, like a wheelchair for yourself or a car seat for a child.

Remember

Trips must be medically necessary – like a doctor’s visit, dialysis treatment, counseling, methadone treatment, etc. Drivers are only required to wait 15 minutes past the set pick-up time. Please be ready when your ride arrives to pick you up.

If you have been waiting for more than 15 minutes past your scheduled pickup time, call LogistiCare’s Where’s My Ride Line at 1-877-564-9834.

To Set Up a Ride Call
1-855-687-3255
Monday – Friday
8 a.m. to 5 p.m.
Call at least 48 hours (2 business days) before your appointment to set up the ride.

Speech or Hearing Disability
Call TTY 1-866-588-3133

Where’s My Ride
1-877-564-9834
Call if your ride is more than 15 minutes past the scheduled pickup time or when you are ready to return home from your medical appointment.

Service for members who reside in one of the following counties: Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell and Tarrant

If your medical or dental appointment changes or cancels, please call us as soon as you can but at least two hours before the time you are to be picked up. Your courtesy allows us to better serve others.

Common Questions

What will I need to tell you when I call to set up a ride?

- Your name and date of birth
- Your Medicaid ID or CSHCN number
- Address and phone number of the place where you need to be picked up
- Name, address and phone number of the Medicaid provider you’ll be visiting
- Date and time of your appointment
- General reason for the appointment

If you do not have all of these facts when you call, you may not be able to set up your ride and will have to call us back.

At the end of the call, we will give you a confirmation number for your ride and tell you the time your ride will pick you up.

What if I’m not sure about when I’ll need to come back home? Just tell us to leave your return time open at the time you set up your ride. You can call our Where’s My Ride line when you are finished with your appointment and a ride will pick you up within one hour.

What if I have a complaint? If something doesn’t go right you may call our Where’s My Ride Line at 1-877-564-9834.

What if I call for a ride and you turn me down? You will be told why you were denied a ride and you will be sent a denial letter with details and instructions on how to appeal the decision.

If I drive myself to my health-care visit, will you pay me back? What about a friend or family member who drives me? If your friend or family member can drive you for free, we cannot pay that person back. We can pay for rides after all other options for free rides, such as family and friends have been exhausted.