

**We provide services  
for the following:**

- *Hospital Admissions  
& Discharges*
- *Medical Appointments*
- *Walk-in Visits*
- *Child Health Visits*
- *Physical Therapy*
- *Prenatal Appointments*
- *Mental and Behavioral  
Health Visits*
- *Dialysis Treatments*
- *Other Specialized  
Treatments Approved  
by Health Insurance.*

***Serving New Mexico  
& Arizona's Medical  
Transportation Needs***

**Phoenix Office**

Phone: 480-656-0053

Fax: 480-666-9296

*email: dispatch@medicaretrans.com*

**Tucson Office**

Phone # 520-790-0435

Fax # 520-790-5040

*email: dispatch@medicaretrans.com*

**New Mexico Office**

Phone # 505-358-7144

Fax # 480-666-9296

*email: medicaretransinfo@gmail.com*

***Non Emergency  
Medical Transportation***



**Medicare  
Trans**

**480-656-0053**

Design:



505-879-8326

**[www.medicaretrans.com](http://www.medicaretrans.com)**



**“We strive to provide the best quality transport to and from your medical appointments”.**

- **SAFE**
- **COMFORTABLE**
- **ON TIME**



## **Frequently Asked Questions (FAQ)**

### **How do I schedule a Transport?**

Call 480-656-0053 to speak with our customer service representative in Arizona, New Mexico. Our representatives will check your eligibility, verify your home address, and ask the reason for your transport. If accepted, we will schedule a pick up, and have a driver assigned. You will receive a confirmation call for your appointment by the driver assigned. If transport is over 100 miles round trip, we need to get a prior approval from Medicaid Insurance before we can schedule ride, usually 1-2 days.

*-Or use website to schedule your appointment-*

### **How can I find out if I am eligible for transportation?**

If you are not sure if you are receiving Arizona or New Mexico Insurance, we can check your eligibility in a matter of minutes. Simply call our customer service representative and provide your full name along with date of birth. **Insurances accepted:** Arizona-AHCCCS or ALTCS and New Mexico Medicaid.

### **How do I apply for AHCCCS or NM Medicaid?**

You can visit any Department of Economic Security (DES) office to apply. Or you can visit any Indian Health Service (I.H.S.) or Health Provider facilities and talk with the benefit coordinator. For more information visit their websites.

### **Why do you need to know my specific diagnosis?**

Arizona and New Mexico have restrictions on what diagnosis are approved for transportation

services. Our customer service representatives must verify the diagnosis prior to the trip to ensure your trip is approved. A list of covered diagnosis can be found at the State of Arizona AHCCCS website at [www.azahcccs.gov](http://www.azahcccs.gov) or NM Human Service Department website at [www.hsd.state.nm.us](http://www.hsd.state.nm.us)

### **Do you transport for Dental and Eye appointments?**

Yes, we transport for dental and eye appointment for anyone under the age of 21. We also transport adults to their eye appointments if its related to cataract or glaucoma.

### **Will we be the only patient that will be transported on the day of our appointment?**

We provide services to numerous clients and sometimes you may have to ride with another individual to ensure everyone makes their appointment on time. But if you are a NN Behavioral Health Service RBHA patient, it is by requirements we give individual transport.

### **Can I make a Driver request?**

Yes, we will do our very best to accommodate your request for a specific driver.

### **Who can I speak to regarding a concern or complaint?**

Medicare Trans strives to provide the best service possible. If you are experiencing issues with your transportation service you can request to speak to the manager in person or phone. Or use our website to make any suggestions or complaints.