



SCHEDULING TRANSPORTATION FOR YOUR REFERRAL APPOINTMENT

Scheduling non-emergency transportation can be done three different ways:

1. Through the Hamilton County Job and Family Services office
2. Through your insurance company itself
3. Through free bus passes

Our volunteer interns are best trained in scheduling through the Hamilton County Job and Family Services office. We are always willing and able to help schedule through your insurance company as well. Free bus passes can be picked up at the front desk or mailed to you.

Am I eligible for transportation through the Hamilton County Job and Family Services office?

You must be:

- Eligible for and have a regular Medicaid card

OR

- Eligible for Medicaid through the spend-down process and have met the spend-down requirement in the same month that transportation is scheduled*
- Able to transfer from a wheelchair to a vehicle independently, as the vans do not have wheelchair lifts

NOTE: Having Medicaid includes traditional Medicaid plans, Molina Healthcare of Ohio, Buckeye Community Health Plan, UnitedHealthcare Community Plan, CareSource, and Paramount Advantage.

Instructions for scheduling:

1. If you have not used the services through the Hamilton County Job and Family Services office before, call 513-946-1000 to answer a few questions to see if you are eligible. A representative can immediately determine if you are eligible so that you can schedule transportation the same day.
 2. You can call or request a volunteer intern to call 513-946-1000 ext. 6, and then hold to schedule transportation OR submit a non-emergency transportation request at <https://www.hcjfs.org/services/medical-assistance/submit-a-transportation-request/>.
 - a. You must call at least five business days before your appointment if the appointment is in the same month.
 - b. If the appointment is the next month, you must call after the 20th day of the current month to schedule your appointment.
 - c. You cannot schedule farther out than the next month.
 3. During the phone call, be ready to provide your social security number, your provider's address, the date and time of the appointment, your home address, and your phone number
 4. One day prior to your trip, call 1-877-722-2285 to confirm your trip.
 5. The van will pick you up from your place of residence and will take you to your appointment.
 6. Call this same number when your appointment is finished to be picked up.
-

** Spend-down refers to a situation in which your monthly income is slightly higher than the cut-off for Medicaid. If you can show that you spend at least the difference in your monthly income versus the Medicaid cut-off in medical expenses, Medicaid will cover all other Medicaid-eligible costs. Only applies to certain populations.*