

Transportation Info for Providers

Did you know that members may be eligible for MassHealth transportation coverage?

- Any MassHealth member within a category that includes transportation-eligible coverage (Standard, CommonHealth, CarePlus, or others) can qualify.

If the member is eligible, how could I help as their dental provider?

- MassHealth dental providers must complete a Prescription for Transportation (PT-1) form on the member's behalf.

What is the PT-1 form?

- Prescription for Transportation (PT-1) form request. It's submitted by the provider and processed by the Executive Office of Health and Human Services (EOHHS) Customer Service Team (CST).
- Providers can submit the required form online at www.mass.gov/how-to/request-transportation-for-a-member.
- If you need assistance completing a PT-1 form contact MassHealth at (800) 841-2900, select prompt 2 for "MassHealth Providers", then 3 for "all other providers", (*Do not press 1 for Dental Providers), and then press 3 for "transportation requests".

How long will it take to process the member's PT-1 form?

- It can take up to three business days for MassHealth to process it once received.

Thank you for being a participating MassHealth provider.

The MassHealth Dental Program Team