

Louisiana Medicaid's Medical Transportation Service

Louisiana Medicaid provides transportation to a medical appointment for a person receiving Medicaid benefits who does not have or cannot get transportation.



Transportation is available to and from medical appointments for non-emergencies, such as:

- **Doctor's appointments**
- **Hospital visits (lab tests, medical procedures, admits and discharges)**
- **Family Planning Clinics**
- **Mental Health Clinics**

Transportation to an emergency room is covered by Medicaid but not through this service.

Medicaid enrollees have the option to choose any transportation provider enrolled in their service area who accepts Medicaid. A child under 16 years old must be accompanied by an adult.

How to Schedule Transportation

- Call the transportation scheduling office closest to where you live.
- Call **48 hours before** the scheduled medical appointment.
- Provide the Medicaid number and date of birth for person who needs transportation.

Louisiana Department of Health and Hospitals
www.Medicaid.DHH.Louisiana.gov

Phone Numbers for Scheduling Offices

Alexandria	1-800-446-3490
Baton Rouge	1-800-259-1944
Lafayette	1-800-864-6034
Lake Charles	1-800-864-6034
Monroe	1-800-259-1835
New Orleans	1-800-836-9587
Shreveport	1-800-259-7235

How to Cancel or Reschedule Transportation

When unable to keep an appointment, call the transportation scheduling office as soon as possible to cancel or reschedule.

The “Friends & Family Transportation Program” also available through Louisiana Medicaid pays a friend or family member to take you to the doctor when certain conditions are met. Call **1-888-342-6207** for more information regarding this program.

NO DISCRIMINATION: Medicaid cannot treat you differently because of your race, color, sex, age, disability, religion, nationality, or political belief. If you think it has, call the U.S. DHHS Regional Office for Civil Rights in Dallas, Texas at 1-800-368-1019 or write to Louisiana's Department of Health & Hospitals, at P. O. Box 4818 Baton Rouge, LA 70821-4818.

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