

Hello,

This is to inform you that MassHealth has made changes to its non-emergency transportation policy to expand eligibility and simplify processes for transportation to and from COVID-19 vaccine appointments.

MassHealth is providing free transportation to vaccine appointments to any individual that has any type of MassHealth coverage or the Health Safety Net. This includes people with MassHealth Limited, Children's Medical Security Program (CMSP) and MassHealth Family Assistance (FA). In addition, members can request transportation services directly through MassHealth's Customer Service, rather than needing to request services through a health care provider.

If an individual has MassHealth or the Health Safety Net, they (or a caregiver) can be encouraged to call their health plan or MassHealth directly to schedule free transportation at 800-841-2900 (TTY: 800-497-4648).

However, MassHealth members who are enrolled in a Senior Care Options or One Care plan or in a Program of All-Inclusive Care for the Elderly (PACE) should continue to contact their health plan or PACE provider to request help with transportation.

MassHealth [All Provider Bulletin 310](#) and this [FAQ](#) contain additional details on this policy, and members can visit the [MassHealth webpage](#) for more information on COVID-19 vaccines.