



Who is eligible? Any resident living in Vermilion County who is a Medicaid recipient and has made the call to get transportation approved by First Transit.

Providing convenient transportation services has been the business of CRIS Rural Mass Transit District for over 30 years. Our service provides on-time dependable transportation services to the residents of Vermilion County. CRIS Rural Mass Transit District provides **curb-to-curb* transportation services between the hours of 6:00 am and 6:00 pm, Monday through Friday (except all federal holidays).

* *Curb-to-curb service* — Drivers will assist passengers loading or unloading from bus. Passenger must be able to go from curb to location or have a personal care attendant that can assist.



Phone: 217-443-2287
Fax: 217-431-6214
www.ruraltransits.org

615 E. Voothrees St
Danville, IL 61832



**CRIS Rural Mass
Transit District**

**General Public Transportation
Services for Vermilion County**



**Providing
Non-Emergency
Medicaid
Transportation
Services in
Vermilion County**



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Medicaid Transportation Services provided by CRIS Rural Mass Transit District

How to apply for medical transportation?

The Illinois Department of Healthcare and Family Services has contracted First Transit to help them manage the NETSPAP program. First Transit is not a transportation company. First Transit receives all your requests for transportation and then decides if they can be approved or if they have to be denied based on the rules given by HFS. For example, they have to make sure that you have Medicaid, that you have a scheduled appointment, and that you are going for a service that is covered by Medicaid. This process can take a few days so it's always a good idea to submit your request at least a week before your appointment. If your request is approved, you can then arrange your trip with CRIS Rural Mass Transit District for transportation within Vermilion County.

Do I Qualify?

- You must be covered by Medicaid on the day of your appointment.
- You must have no other way to get to your appointment.
- You must be going to a medical appointment (not shopping or to work).
- Your medical appointment has to be scheduled, or if you're going for a walk-in visit, we must be able to confirm they take walk-ins.
- You must be riding in the least expensive mode of transportation that meets your needs.
- You must be going to the closest medical provider that takes the Medicaid card.
- You must be going for a medical service that is covered by Medicaid.

To request a trip, call First Transit at :

877-725-0569

to get your trip approved.

What Do I Need?

- Your Medicaid ID number (9-digit Recipient Identification Number).
- Your name (if someone else is calling for you they may need an OK from you before they can continue talking to them).
- Information on how you have been getting to your medical appointments before using this service.
- If there are medical or non-medical reasons why you cannot use public or other transportation.
- The date and time of the appointment.
- Your pick-up address and phone number.
- The address and phone number of where you are going.
- The name of the office/clinic/hospital where you are going.
- The name of the doctor you will be seeing.
- The general reason for your doctor's visit.
- If you use a walker, wheelchair, or cane.
- If you can travel by yourself.
- The name of your preferred transportation company.

After trip is approved, First Transit will give you a reference number.

How do I schedule my medical transportation?

After you have your reference number from First Transit, contact CRIS Rural Mass Transit District at least one week prior to when you need the ride to schedule your trip.

By Phone – Call CRIS Rural Mass Transit District at **217-443-2287** and speak to a Customer Service Representative.

CRIS Rural Mass Transit District
615 E. Voorhees St.
Danville, IL 61832

Please keep in mind that you may need to call CRIS RMTD a few days after you submit your request to check on the status of your reservation.

Four (4) no-shows and/or late cancellations in a 30-day period will result in a one month probationary period. Any no-shows and/or late cancellations while on probation will result in a one month suspension of services.

