

MassHealth Customer Service

1-800-841-2900

FRTA Customer Call Center

If you have any questions relating to your transportation, please contact our office:

Monday through Friday

8:00am - 4:00pm

413-774-2262 ext. 0

Complaints or Concerns

Please call the FRTA Customer Call Center. In order for a complaint to be investigated, the following information is required:

- Date and time of allegation
- Transportation Company Name
- Location i.e. medical facility, residence

FRTA and its Contractors are not responsible for lost, damaged, or stolen property.

Remember.....

There is no eating, drinking or smoking in our vendors vehicles.

This applies to both consumers and the drivers.

Updated 12/7/16

Other services provided by the FRTA

MED-RIDE PROGRAM

Transportation to medical appointments outside the county for ambulatory elders 60 and older residing in Franklin County. Volunteer drivers provide the transportation using their own vehicles. To schedule a ride call the FRTA call center at (413) 774-2262.

FIXED-ROUTE

Public transportation that travels along a fixed or non-changing route and adheres to a schedule with set arrival and departure times. All FRTA runs originate and end at JWO Transit Center, Greenfield. FRTA fixed route destinations include Deerfield, Greenfield, Montague, Northampton, Orange, Charlemont and Shelburne Falls.

DEMAND-RESPONSE

Curb to curb service provided to elders 60 and older to medical appointments, shopping centers and meal sites with the exception that consumers with MassHealth must obtain a PT-1 for medical transportation. Days and hours of operation, fares, and service area differ from town to town. Operators are under contract with the FRTA.

ADA TRANSPORTATION

The Americans with Disabilities Act (ADA) requires that transit authorities provide comparable transportation to persons who are cognitively and physically unable to use fixed-route service. For ADA service, an eligible person's origins and destinations must be within 3/4 mile corridor on either side of an existing route. Service is provided during the normal operating hours of a fixed route. Prior to receiving service, an application describing how a person's disability prevents him/her from utilizing public transit must be filled out. Call to have an application mailed to you or download one from our website.



Franklin Regional Transit Authority

FRTA Policy for MA Health PT-1 Transportation



Serving the Region
Since 1978

JWO Transit Center
12 Olive St.
Greenfield, MA 01301
413-774-2262
888-301-2262
www.frta.org

Welcome!

Now that you have been approved for Medical Transportation Assistance by the MassHealth Authorization unit, you may call our office to arrange transportation to your medical appointments.

Scheduling your ride

You may contact our office between the hours of 8:00 a.m. and 4:00 p.m., Monday – Friday, to schedule your appointments or you can leave a message on our voicemail and we will return your call as promptly as possible.

FRTA contracts with a pool of qualified private transportation providers. As such, FRTA will make every attempt to successfully schedule all authorized transportation requests. It is suggested that your transportation is scheduled at least three (3) business days prior to your appointment, not including the day of travel. This does not include weekends or holidays. This includes any adjustments to time changes for drop off or pick up times.

Any change to your scheduled ride must be called into our office. This includes canceling your ride, changing your roundtrip ride to a one-way trip, or a one-way trip to a roundtrip. Do not rely on calling the vendor or informing the driver of your change. Failure to reach FRTA will result in a NO-SHOW and could interfere with future rides.

If your appointment changes and you do not require our service, it is imperative that you call our office to cancel your trip as soon as possible. Canceling in advance will allow someone else to utilize this service. If you have an early pickup or a late return and our office is not open, you must call the vendor that is providing your ride to cancel with them after you have left a message on our voicemail. If our office is not notified of this cancellation it will be considered a NO-SHOW.

Driver Responsibilities

Please be ready to travel at your scheduled pick up time. The driver will only wait five (5) minutes past the scheduled pickup time and then leave. If the driver leaves without you, we may not be able to return to perform this trip.

This is a curb to curb service only. The driver will not come to your door but will assist you in and out of the vehicle if needed. If you do need someone to assist you further, MassHealth must authorize an escort for you prior to travel.

We are only authorized to transport you from your home address to your medical appointment(s) and then back home. Please do not ask the driver or the dispatcher to alter your ride in any way.

MassHealth Policies

It is your responsibility to know the expiration dates of your PT-1 forms. Any notification that you may receive from our office is a courtesy on our part. We are not required to inform you.

Anyone under the age of 17 years may not ride alone. They must be accompanied by an adult.

MassHealth will allow you to take your small children with you to your medical appointment, if need be. You must provide your own car seat if one is needed per MA state law.

Escorts must be approved by MA Health and this must be reflected on your PT-1 submitted by your doctor. Once approved, will be necessary for you to notify the call center that an escort will be accompanying you on your trip, at the time you schedule your transportation.

FRTA Privacy Policy

In keeping with Franklin Regional Transit Authority's Privacy Policy and HIPAA regulations, we take the time to make sure all of our consumers' personal information is being safe-guarded to the best of our ability. In order for this to happen, it is necessary for a release form to be signed by you if you are interested in allowing another person or organization to discuss all or any aspects of your transportation.

Please fill out an FRTA Privacy Policy Release Form and return it to our office to update your file.

We will not be able to discuss your transportation with anyone but you until this form has been completed and returned. We appreciate your prompt attention to this matter.

Vendor Contact Information

3W's [978-436-1302](tel:978-436-1302)

CAB [413-824-9774](tel:413-824-9774)

Community Transportation – COT
[413-732-1500](tel:413-732-1500)

Gaamha [978-632-0934](tel:978-632-0934)

Hulmes Transportation [413-774-2731](tel:413-774-2731)

JAD [508-317-2724](tel:508-317-2724)

Longonot [413-846-3013](tel:413-846-3013)

MJT [413-522-7296](tel:413-522-7296)

Rays Van Express [413-267-4909](tel:413-267-4909) or
[413-695-8150](tel:413-695-8150)

Synergy [413-522-7170](tel:413-522-7170)

Youth On The Move [413-739-9500](tel:413-739-9500)