

# Need A Ride?

## Madison County Transportation Authority



Call 828-649-2219 to register. Trips must be scheduled 24 hours in advance.

- You can ride for FREE if you are:
- Age 60 or older
  - A veteran or a disabled veteran
  - Using transportation services for employment purposes

### Costs for trips are:

Within Madison County	\$2.50 one way, \$5.00 round trip
To Weaverville	\$3.00 one way, \$6.00 round trip
To Asheville/ Buncombe county	\$6.00 one way, \$12.00 round trip

**Scheduling a trip** – call 828-649-2219. Have information ready for the following:

Name, pick up address, telephone number, complete street address of destination, day and date of the trip, time customer needs to arrive, type of assistance needed, if personal care attendant will be accompanying, and information on child riders

**Cancelling a trip**- 2 hours before pick up time. Failure to cancel a scheduled trip results in a “no-show”, and 3 “no-shows” in 30 days results in a 30 day suspension of services.

Hours of operation are Monday to Friday 8:00 am to 4:30pm. May be closed due to inclement weather. Will be closed for New Year’s Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, Day after Christmas (December 24-26<sup>th</sup>)

This service is curb-to-curb, and driver may be able to assist in using a manual wheelchair or lending a hand to steady a customer. Drivers cannot carry groceries, equipment, nor can they enter residences. Drivers cannot assist passengers with bodily transfer from wheelchair to transportation van. For more information visit their web site at <https://www.madisoncountync.gov/transportation-authority.html>

## North Carolina Medicaid Transportation

Non-Emergency Medical Transportation (NEMT) is provided by MCTA through Madison County Department of Social Services. All non-emergency Medicaid medical trips must be scheduled through DSS. ***If you have Medicaid, please call 828-649-2711 to determine eligibility and schedule your trips.***

### Medicaid Managed Care Non-Emergency Medical Transportation

- AmeriHealth Caritas: Phone: Member Services – 855-375-8811
- Carolina Complete: Phone: ModivCare – 855-397-3601
- Healthy Blue: Phone: ModivCare – 855-397-3602
- United Healthcare: Phone: ModivCare – 855-397-3604
- WellCare: Phone: One Call - 877-598-7602 (Note beginning May 1, 2022 Wellcare will transition from One Call to Medical Transportation Management (MTM). Members may still call 877-598-7602 to arrange transportation.)

Modivcare Corporate 404-888-5800 opt 9 for operator. Or may arrange transport online at [member.modivcare.com](http://member.modivcare.com).

\*Please schedule pick-up at least 2 business days in advance of your appointment. Cancellation should be made at least 24 hours in advance of scheduled pick-up.

For further assistance, please give us a call at 1(828)689-3507 ext. 3360.

**\*\*\*\*\*If you are having a medical emergency, please call 911.\*\*\*\*\***