Healthcare Transportation Resources

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Getting to Behavioral Health Services

The Ohio Department of Mental Health and Addiction Services understands the stress and challenges that the COVID-19 pandemic has created. We know that ongoing access to care is vitally important to good health and recovery. While many services can currently be accessed through various technology options, such as by video or telephone, there are some services and conditions that are better assessed and treated in person with your health and behavioral health providers.

Ride resources for patients

There are transportation resources available, but you will need to plan ahead in most cases. Every community has different transportation resources. If you need help getting transportation to a behavioral health appointment, we encourage you contact the following:

- Your health care insurance provider

  - Ohio Medicaid: Ohio Medicaid Transportation Card

  - Medicare: Medicare Ambulance Services

  - Tri-care: Tricare for Life

  - Private insurance: call the phone number on the back of your insurance card.

- Your behavioral health care provider. Your providers may be able to help you organize transportation.

Other community resources for transportation assistance

- Local Area Departments of Aging

- County Veterans Services Offices

- Ohio Department of Job and Family Services County Agency Directory

- FEMA Coronavirus Pandemic: Private Nonprofit Organizations (Funding through FEMA;s Public Assistance Program)

- Lyft Healthcare in partnership with local healthcare organizations

- Uber Health Transportation Program in partnership with local healthcare organizations

- Community Action—Need Help Paying Bills

- Listing of County Alcohol Drug and Mental Health Boards

Staying safe while traveling

Many transportation service providers are using health and safety precautions. Schedules may be altered during this time period, and the number of riders on public transit has been reduced. Drivers and riders are required to wear protective face masks and practice social distancing. Many public bus systems may require you to enter through the rear door or have installed clear barriers around the drivers. This is all for your protection. It is nothing to fear.

The busses are cleaned frequently, but once you leave the bus or other transportation service, you should wash your hands thoroughly and avoid touching your face, nose and eyes while out in public.

If you are sick, have a fever and cough, you should stay home and contact your primary care provider.

We have put together this list of information and resources to assist patients, clients and providers in addressing transportation needs and safety concerns.

Resources for transportation providers
COVID-19 Safety Guidance for Transportation Services

- ODH Guidance on Ohio Travel COVID-19
- Interim Guidance for Administrators of US K-12 and Child Care Programs
- ODH Bus Operators and Transit Authorities - COVID-19 Guidance
- What Bus Transit Operators Need to Know About COVID-19
- ODH Rideshare and Taxi Drivers and Passengers COVID-19 Checklist
- What Rideshare, Taxi, Limo, and other Passenger Drivers-for-Hire Need to Know about COVID-19
- ODH Coronovirus Responsible Protocols for Getting Ohio Back to Work
- ODH Mass Transit and Other Transportation Providers-COVID-19 Checklist
- Public Health Considerations for Reopening Mass Transit During the COVID-19 Pandemic
- National Rural Transit Assistance Program
- Community Transportation Association of America
- School Transportation News
- Ohio Public Transit Association's Recommended Practices

Medicaid Specific Transportation Information

- Ohio Medicaid Transportation Powerpoint
- Ohio Medicaid Transportation Card
- Buckeye Health Plan Transportation
- CareSource Transportation
- Molina Transportation Coverage
- Paramount Advantage Transportation
- United Healthcare Community Plan Transportation

Local Community Transportation Information

Many local communities offer transportation services. For community specific information and resources please consider contacting the following entity serving your area.

- Akron Metro RTA
- Athens Public Transit
- Central Ohio Transit Authority, Columbus, Ohio, COTA – Fares are currently suspended
- Cincinnati Go Metro
- Greater Cleveland Regional Transit Authority
- Greater Dayton Regional Transportation Authority

- [Toledo Area Region Transit Authority](#)
- Local Churches and other nonprofit agencies such as community action organizations
- [Local Area Departments of Aging](#)
- [County Veterans Services Offices](#)
- [Ohio Department of Job and Family Services County Agency Directory](#)
- [FEMA Coronavirus Pandemic: Private Nonprofit Organizations (Funding through FEMA;s Public Assistance Program)](#)
- [Lyft Healthcare](#) in partnership with local healthcare organizations
- [Uber Health Transportation Program](#) in partnership with local healthcare organizations
- [Community Action—Need Help Paying Bills](#)