

Non-Emergency Medical Transportation Resource Guide



**Providing assistance with obtaining
Non-Emergency Medical Transportation**

...in cooperation with:



Updated: 10/2025

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What we do...

The Rides Plus Call Center is a **single source solution** to help simplify the process of arranging transportation for medical appointments. We have friendly, trained Mobility Management Specialists that help ensure patients do not miss their medical appointments and/or treatments due to lack of transportation.

What does a Mobility Management Specialist do?

Mobility Management Specialists assist patients with identifying cost-effective, non-emergency medical transportation, making use of all transportation providers in the region. We will also identify services available to assist patients in meeting their transportation needs, including providing assistance in obtaining prior approvals from First Transit for Medicaid eligible trips.

What types of trips does Rides Plus assist with?

Rides Plus will assist in identifying transportation options for all types of non-emergency medical appointments and treatments. Medical appointments may include doctor's visits, medical procedures, dialysis treatments, hospital discharges, physical therapy, and many others.

What counties does Rides Plus serve?

Rides Plus will assist in identifying transportation for any patient throughout Illinois and our neighboring states.

Are there any charges for these services?

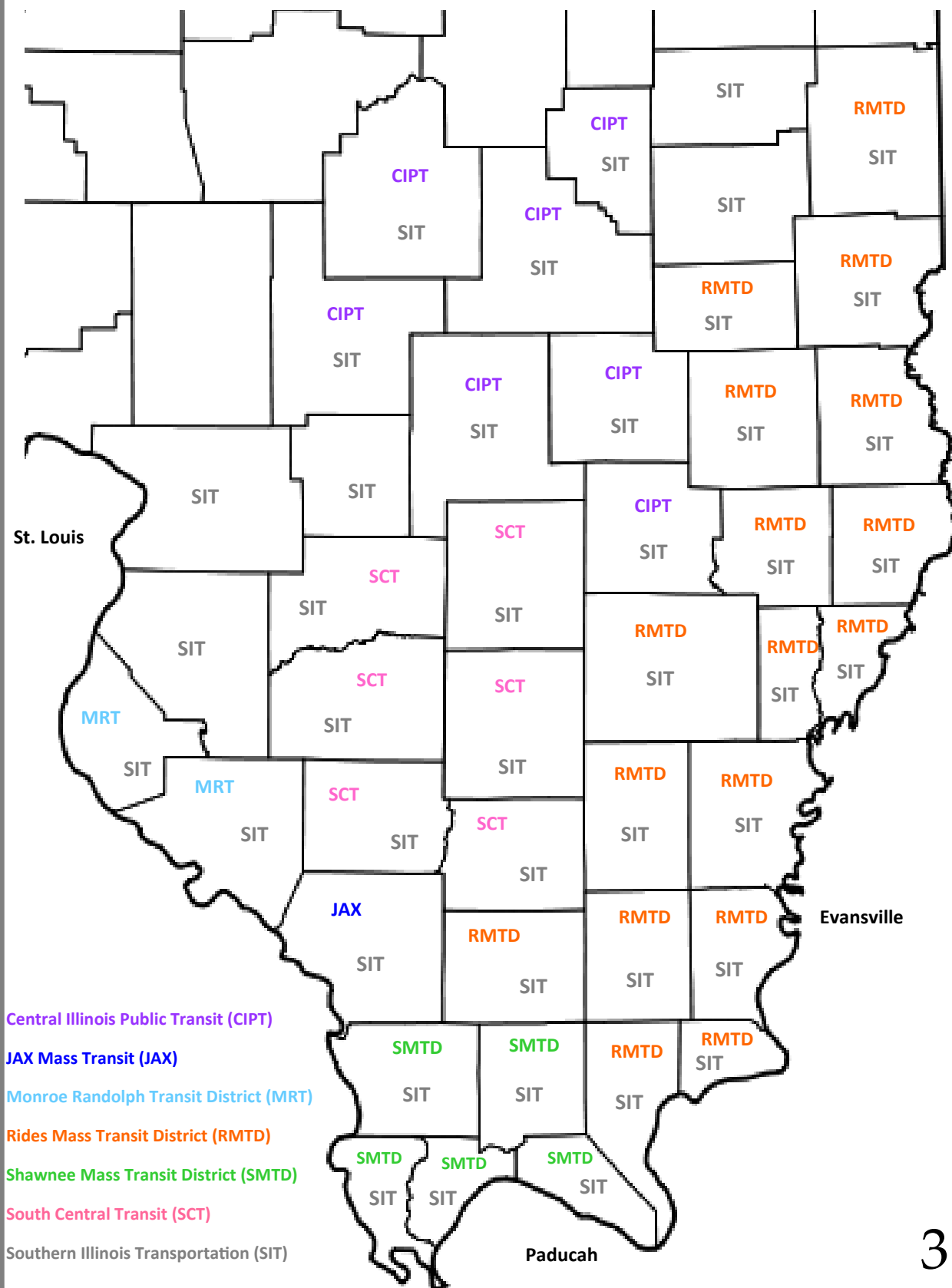
Rides Plus mobility management services are offered at no charge to you. We will find the most efficient and lowest cost options available for the transportation. The cost of transportation may be paid by Medicaid, cash fare, or other sources. Transportation costs are paid directly to the transportation provider.

Rides Plus Mobility Management Specialists are here to help. Call today for more information or to schedule a ride to your next medical appointment!

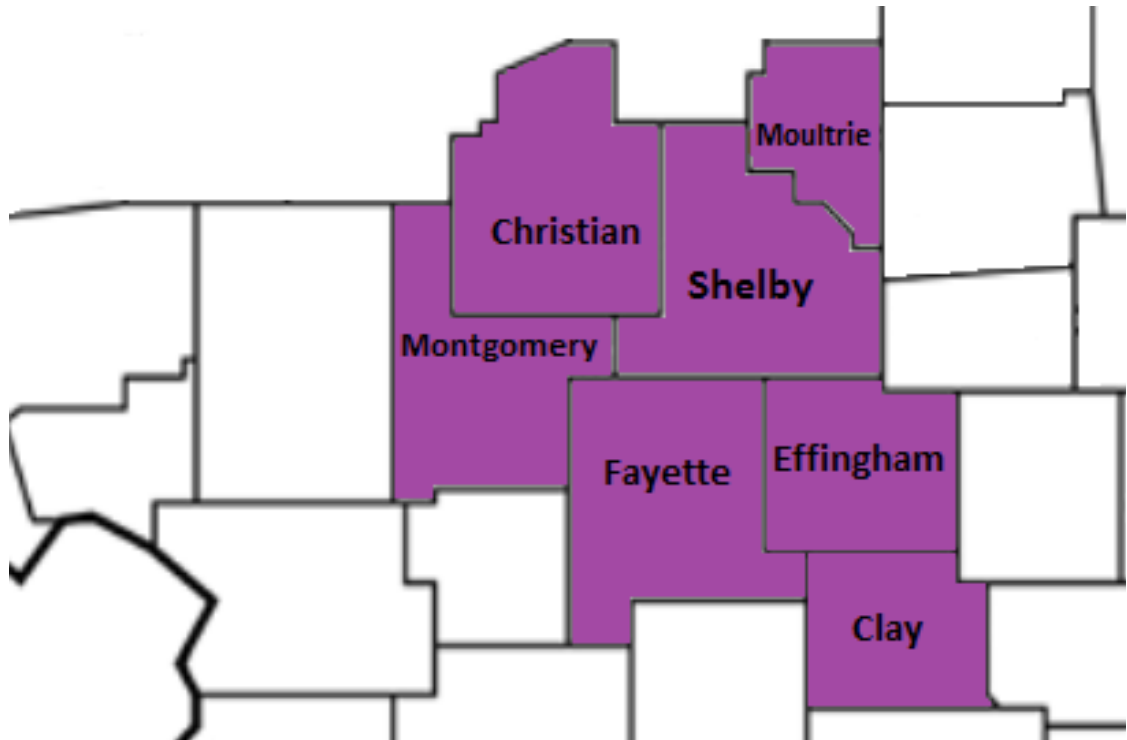


Trip Scheduling Information

- **Due to limited resources, we ask that you try to schedule your reservation at least 24-48 hours in advance.**
 - Customers are scheduled on a first come, first serve basis, meaning there may be a wait time involved.
 - Passengers may be scheduled to ride with other passengers.
 - Adults must accompany minor children. This limitation for minors is fact dependent, and special arrangements must be handled in advance.
 - If you require special arrangements due to age, gender, or other factors, please discuss this when scheduling your ride.
 - Escorts provided by the passenger or facility ride at no additional charge.
 - Payment for all transportation must be arranged in advance.
 - All Mass Transit Districts are Medicaid carriers. Rides Plus will help you obtain prior approval through First Transit when making reservations.
 - Other forms of payment such as cash, credit cards, direct billing, or private insurance are accepted if approved.
- **The following information is needed when scheduling transportation:**
 - **Form of payment**
 - * For Medicaid eligible trips we will need the client's recipient ID number, name of physician being seen, and the medical reason for travel.
 - **Date of trip**
 - **Client's name, address, phone number, and date of birth**
 - **Will the client have an escort?**
 - **Pick-up location (you may need to help with directions)**
 - **Drop-off location and time**
 - **Does the client use an assistive device such as a walker, wheelchair, or scooter?**
 - **Is the pick-up and drop-off location accessible with the assistive device?**



Central Illinois Public Transit (CIPT)



cefseoc.org/transportation-cipt

Accepts Medicaid and cash fares.

1-855-755-2478

Monthly Pass:

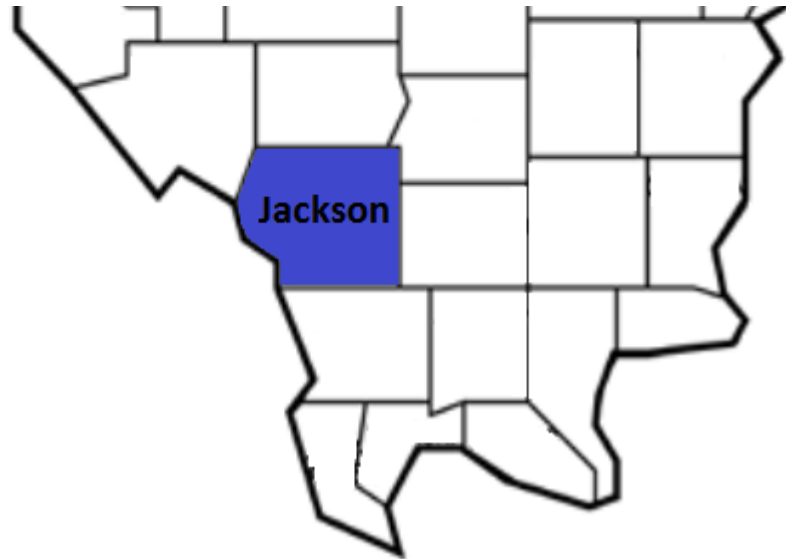
\$35 – General public

\$15 – Persons with a disability



All vehicles are wheelchair accessible.

JAX Mass Transit (JAX)



ridejax.com

Accepts Medicaid and cash fares.

866-884-7433

Passes:

JAX Go 30 Day Pass - \$25

JAX Freedom 180 Day Pass - \$135

JAX Navigator 365 Day Pass - \$270



All vehicles are wheelchair accessible.

Discounted Passes:

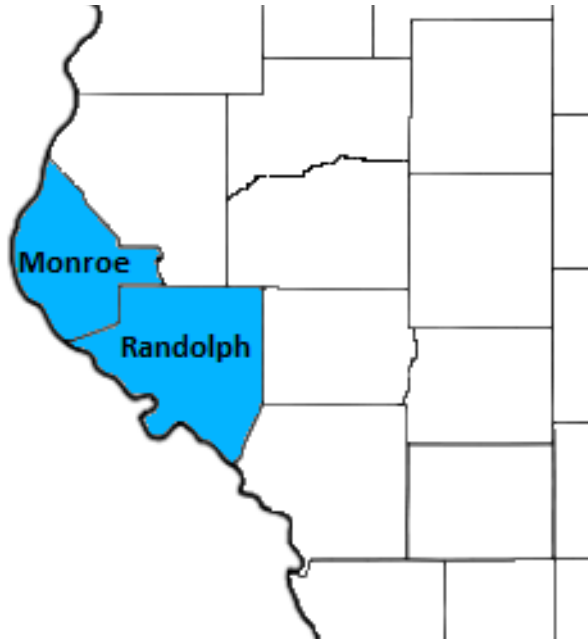
(Children, seniors (65 years of age and older), active military service members, veterans of armed services, & people with disabilities)

JAX Go 30 Day Pass - \$15

JAX Freedom 180 Day Pass - \$81

JAX Navigator 365 Day Pass - \$135

Monroe Randolph Transit District (MRT)



gomrtd.com

Accepts Medicaid and cash fares.

618-443-9087



All vehicles are wheelchair accessible.

Rides Mass Transit District (RMTD)

ridesmtd.com

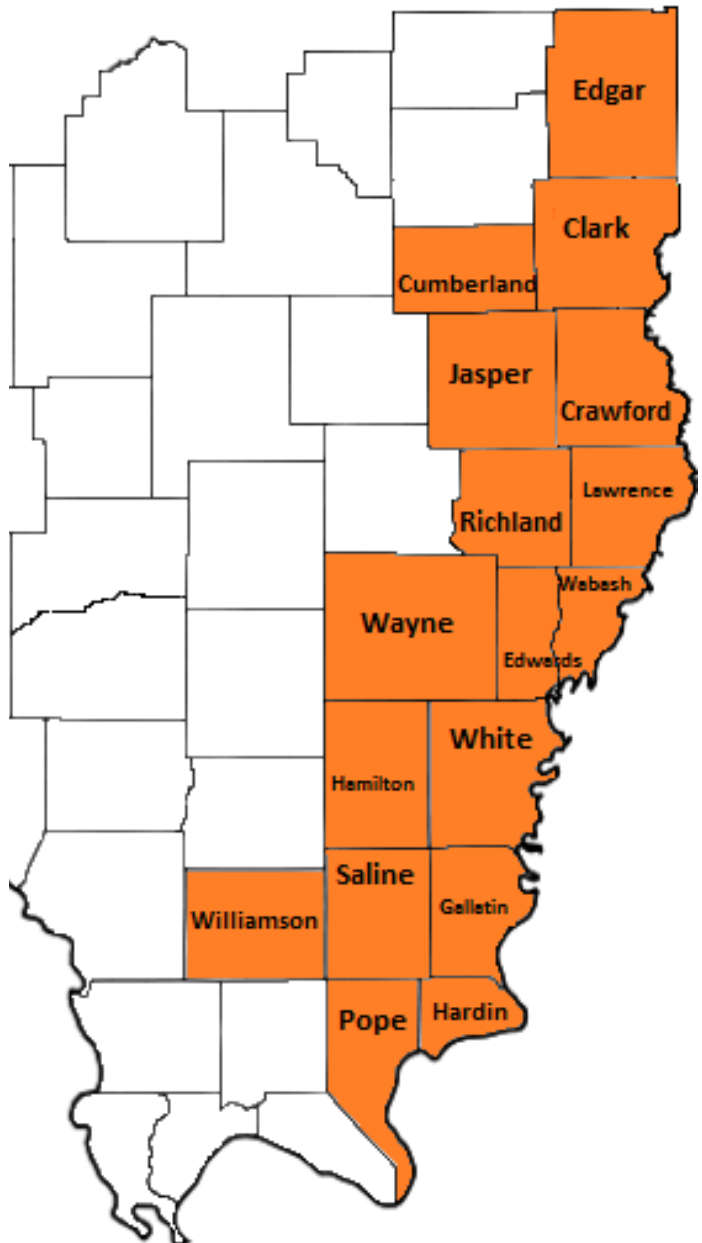
Accepts Medicaid and cash fares.

(877) 743-3402

Local Transit Monthly Pass:

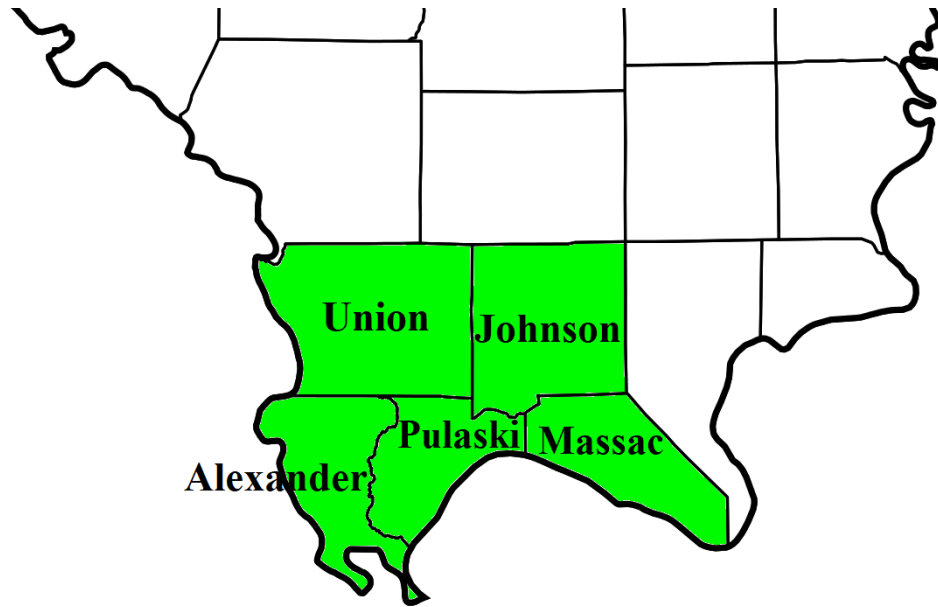
\$35 – General public

\$17.50 – Persons with disabilities and/or Over 60



All vehicles are wheelchair accessible.

Shawnee Mass Transit District (SMTD)



shawneemtd.com

Accepts Medicaid and cash fares.

866-577-6278

Monthly Shuttle Pass:

\$30 – General public

\$25 – Senior citizens, Persons with a disability, and/or Veterans

Monthly All-Access Pass:

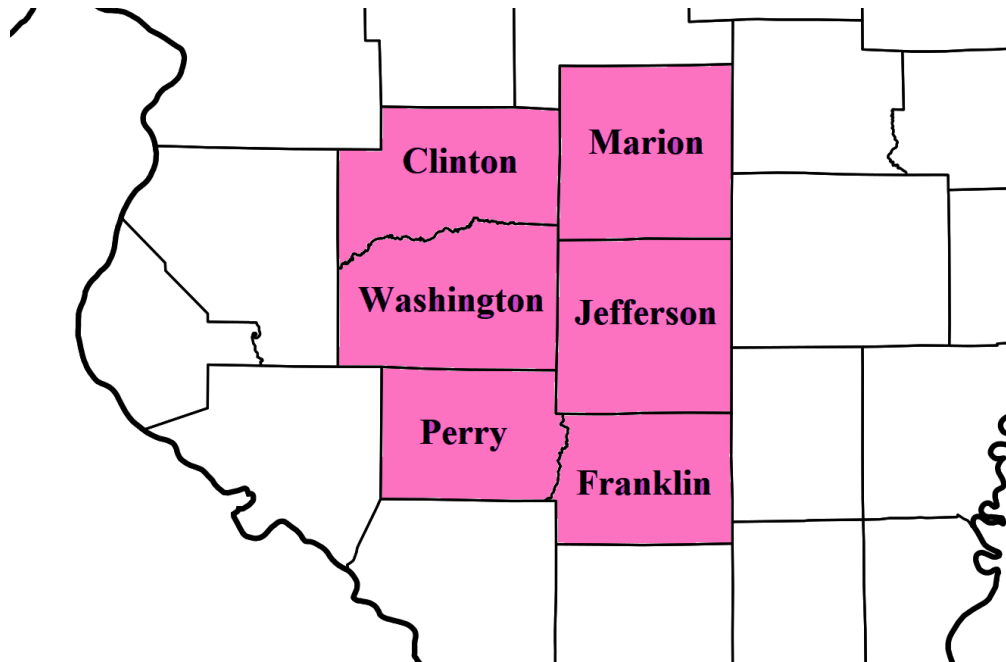
\$60 – General public

Provides access on any existing route, including shuttle and intercity connections.



All vehicles are wheelchair accessible.

South Central Transit (SCT)



southcentraltransit.org

Accepts Medicaid and cash fares.

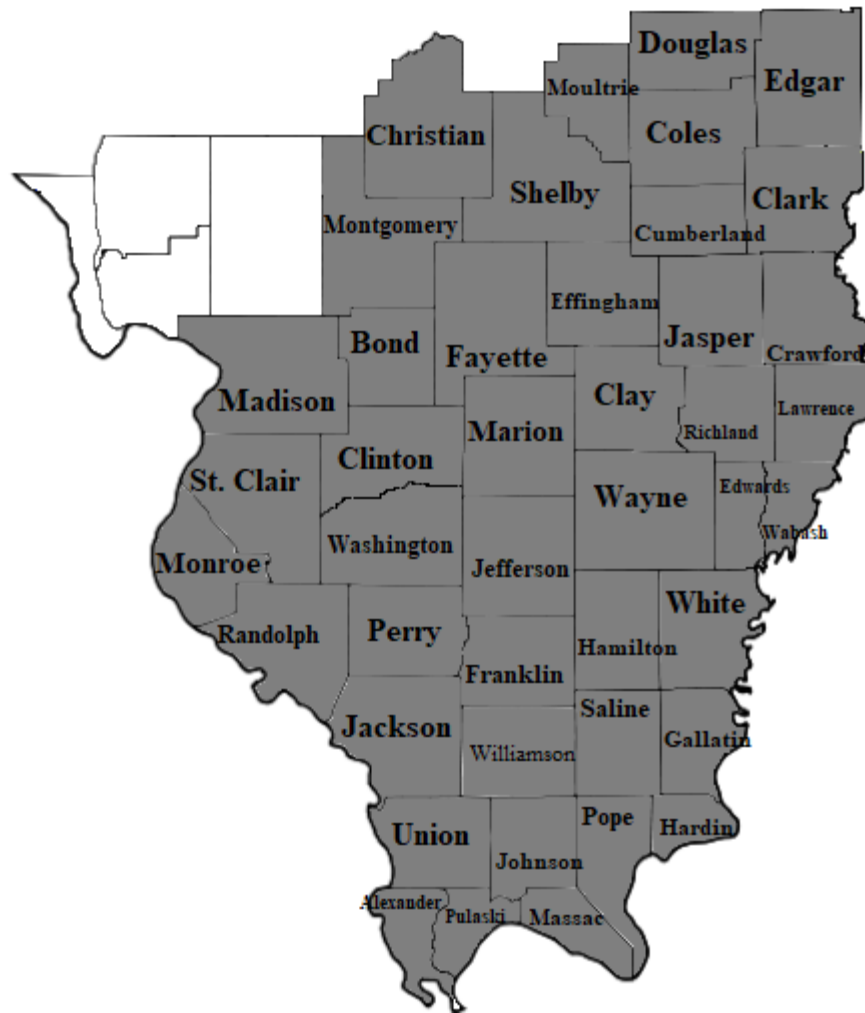
Monthly passes are not available, however discounted
Money Cards can be purchased.

800-660-7433



All vehicles are wheelchair accessible.

Southern Illinois Transportation (SIT)



618-554-3312

Accepts Medicaid only.



No wheelchair lifts available.
Riders with wheelchairs must be able to transfer out of the wheelchair into a seat.

County Quick Reference

County	Transportation Provider(s)
Alexander	SMTD, SIT
Bond	SIT
Christian	CIPT, SIT
Clark	RMTD, SIT
Clay	CIPT, SIT
Clinton	SCT, SIT
Coles	SIT
Crawford	RMTD, SIT
Cumberland	RMTD, SIT
Douglas	SIT
Edgar	RMTD, SIT
Edwards	RMTD, SIT
Effingham	CIPT, SIT
Fayette	CIPT, SIT
Franklin	SCT, SIT
Gallatin	RMTD, SIT
Hamilton	RMTD, SIT
Hardin	RMTD, SIT
Jackson	JAX, SIT
Jasper	RMTD, SIT
Jefferson	SCT, SIT
Johnson	SMTD, SIT
Lawrence	RMTD, SIT
Madison	SIT
Marion	SCT, SIT
Massac	SMTD, SIT
Monroe	MRT, SIT
Montgomery	CIPT, SIT
Moultrie	CIPT, SIT
Perry	SCT, SIT
Pope	RMTD, SIT
Pulaski	SMTD, SIT
Randolph	MRT, SIT
Richland	RMTD, SIT
Saline	RMTD, SIT
Shelby	CIPT, SIT
St. Clair	SIT
Union	SMTD, SIT
Wabash	RMTD, SIT
Washington	SCT, SIT
Wayne	RMTD, SIT
White	RMTD, SIT
Williamson	RMTD, SIT

Contact Information

Quick Guide

Thank you for using our
Non-Emergency Medical Transportation Guide!

If you have any questions, problems, comments, or
concerns with this resource, please feel free to
contact us.

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...coordinated by:

Rides Plus

A division of
Rides Mass Transit District

