American Medical Response

If you're a Medicaid participant living in Idaho, there's a benefit available to you that covers transportation to and from a Medicaid approved medical appointment if you have no other way of getting there.

American Medical Response (AMR) recently partnered with the Department of Health and Welfare to manage this benefit for you. When you need it, we'll arrange transportation to fit your individual needs.

Important Information to Remember

- If you have any trips scheduled on or after September 1, 2010, please call beginning August 25, 2010, to verify that we have your trip information.
- You must call at least two business days before your appointment to schedule your transportation.
 Note: We can arrange transportation with less notice for urgent situations.
- We can schedule trips up to 30 days in advance.
- If you require special equipment such as a wheel chair, car or booster seat, oxygen tank, or other equipment, you must provide these items. Please inform our agents when you schedule your trip.
- If you need additional help during your trip, please let our agents know of your special circumstances.





Beginning September 1, 2010, call:

Toll Free: (877) 503-1261* TTY: (877) 503-1257

to schedule your Medicaid medical transportation services.

*Remember, always dial 9-1-1 if you have an emergency

AMR's Non-Emergency Medical Transportation Call Center:

660 E. Franklin Rd, Suite #120 Meridian ID 83642

Hours of operation:

Monday-Friday: 8:00am—6:00pm Closed on National Holidays

Web site: www.idahonemt.net

Scheduling Process

- To schedule a ride, call (877) 503-1261.
- When you call please have:
 - Your Medicaid ID number
 - Your home address and ZIP code to pick you up
 - The name, address, and ZIP code of the healthcare provider you're seeing
- During your call, we'll ask you several questions so we can make sure you get the mode of transportation that fits your needs and that you have no other way of getting to your medical appointment including public transit (the bus) or a friend or family member. If you want to request a particular transportation provider, please tell us when you call and we'll do our best to accommodate your request.
- On the day of your appointment, you should be ready 60 minutes before your appointment time so your transportation provider can pick you up early and make sure you're on time.
- Your driver will give you a card that has the number you should call when your appointment is over.

