

Transportation Needs

RESOURCE LISTING

WELIA HEALTH SOCIAL WORK DEPARTMENT: 320.225.3576 or 320.225.3577

PUBLIC BUS SERVICE:

PINE, ISANTI & CHISAGO Counties:

Arrowhead Transit
arrowheadtransit.com
800.862.0175

KANABEC County:

Timber Trails
timbertrailstransit.com
320.364.1350

MILLE LACS County:

Tri-CAP
tricap.org/transportation
320.251.1612

CAR SERVICE:

Empower Recovery Services LLC
Rides for patients to therapy sessions
empowerrecoveryservices.org
320.629.0059

Kuehn's Limousine
Limo service out of Ogilvie
320.272.4358

Lee Isaacsons Friendly Transportation Service
info@liftstransportation.com
888.469.7433

Lyft
Download app, fee based.
Available in select areas
lyft.com

Sherburne Volunteer Driver Program
Veteran transport around Sherburne County area
co.sherburne.mn.us/996/transportation-program
763.765.3100

Uber

Download app, fee based.
Available in select areas
uber.com

East Central Transit:
Find a Ride
320.679.4120

MEDICAL TRANSPORTATION:

Allegiance Transportation

Vans for paratransit and wheelchair clients
allegiancetransportation.com
651.207.5211

American Transport

Bariatric transport, Non-emergency transportation (NEMT), Special transport service, & wheelchair
651.855.8999

Blue Button Transport

Senior and disabled clients, serving Princeton
bluebuttontransport.com
612.466.3785

Health East Medical Transport (MedKab)

Wheelchair transport
fairview.org/services/
medical-transportation
651.232.1717

LJ's Handi-Van

Mille Lacs County. Wheelchair accessible
763.389.9440

Medi-van

Medical transport within 200 mile radius of Detroit Lakes
medi-van.org/
800.422.0976

Loving Hands Transportation

Non-emergency medical transportation (NEMT) for ambulatory patients in Mille Lacs & Isanti counties
lovinghandstransportation.com
763.607.8700

MTM

When medical assistance is needed transport contracted by
mtm-inc.net/minnesota/
866.467.1724

Schu-Tran

Provider for all modes
320.968.7478

Select Transportation

Transportation out of Zimmerman
facebook.com/KenGreen2016/
763.267.5999

TAXI SERVICE:

Attaboy's Taxi

Taxi service based out of Sandstone. Curb to curb service
320.245.5355

Brad's Taxi East Central Transportation LLC

Taxi out of Isanti
763.302.9245

C & C Taxi Inc.

612.723.5766

North Branch Cab

Taxi out of North Branch
651.674.7979

North Country Cab

Taxi out of Rush City
320.629.1441

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TAXI SERVICE:

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Pro Cab

Taxi and airport shuttle out of Big Lake
callprocab.com
763.464.5544

Stark Transportation

Serving Chisago, Isanti, and surrounding Counties with taxi and NEMT rides. MN Safe Ride provider offering transit service for individuals who choose not to drive after drinking.
320.465.1433

Yellow Cab of Elk River

Taxi out of Elk River
763.400.8010

VETERANS VA TRANSPORTATION:

Veterans Services Office

Rides to Veterans Hospitals and Clinics –

CHISAGO County:

651.213.5680

ISANTI County:

763.689.3591

KANABEC County:

320.379.6380

MILLE LACS County:

320.983.8208

PINE County:

320.216.4250

Coalition to Salute America's Heroes

Provides post-9/11 disabled veterans with emergency financial aid and support services to cover living expenses, housing, and auto repairs. You must complete an online application to see if you are eligible for assistance.
csah.webauthor.com/go/apply.cfm

Operation First Response

Offers rent, utilities, groceries, and clothing support as well as transportation expenses to and from major medical facilities to veterans and their families who are experiencing financial hardships.
operationfirstresponse.org
888.289.0280

STEP-BY-STEP GUIDE TO ARRANGE YOUR MEDICAL RIDE:

How to Call Your Insurance Company for Non-Emergency Medical Transportation (NEMT)

1. Gather Your Information

Before calling, have the following ready:

- Your **insurance card** (for your member ID and plan details)
- **Date and time** of your appointment
- **Address** of where you're going (clinic, doctor's office, hospital, etc.)
- **Reason for visit** (check-up, dialysis, physical therapy, etc.)
- Your **doctor's name and phone number**
- Any **special needs** (wheelchair, stretcher, companion rider, etc.)

2. Call the Number on Your Insurance Card

Look for one of these terms:

- "Member Services"
- "Transportation" or "Ride Service"

- "Non-Emergency Medical Transportation (NEMT)"

If you have **Medicaid** or a **Medicare Advantage** plan, there is often a **specific transportation phone line**.

3. Tell the Representative You Need a Ride

When a representative answers, say something like:

"Hi, I'm a member and I need to schedule a non-emergency medical transportation ride to my doctor's appointment."

They'll ask for your member ID and appointment details.

4. Schedule the Ride

The representative will:

- Confirm your eligibility for transportation benefits
- Ask for your appointment date, time, and address

- Set up the ride (they may use a third-party service)

- Give you a **confirmation number** and **pickup window**

TIP: Most insurance plans require you to schedule **at least 2-3 business days before your appointment**.

5. Day of the Appointment –

- Be ready **15-30 minutes before pickup time**
- Have your **ID and insurance card** with you
- Call the transportation number if your driver is late (usually this phone number is given in your confirmation)

6. For Return Rides –

- Some rides are **pre-scheduled** for return
- Others require you to **call for pickup after your appointment**

The representative will tell you which of these applies when you schedule.

