

**Transit To Care, LLC** established to serve El Paso and Pueblo Counties in the state of Colorado by providing ambulatory transportation services.

**Mission, Vision, and Value** Statements:

Our key strength is that we have deep believe in our company values, combined with our caring personal touch and a team of dedicated employees make for a winning combination.

**Mission:** to provide clean, safe, reliable, and efficient transit service to the Communities of El Paso and Pueblo Counties, State of Colorado by focusing on customer service as our highest priority.

**Vision:** to continuously improve customer focused transportation services by advancing the service resources and operations while efficiently adapting to call volume increases.

**Values:** Transit To Care is dedicated to placing priority on our customers. All calls and all patients are important, no matter the situation. All who represent Transit To Care will treat each patient with dignity and respect. Quality assurance is maintained through continuing education.

PLACE  
STAMP  
HERE

**Transit to Care**

2860 S Circle Dr, Suite 239  
Colorado Springs, CO 80906

**Safe Reliable On-Time**



**Free Medicaid Ride  
Non - emergency Medical  
Transportation (NEMT)**



**Phone (719) 644-6005  
Fax (719) 888-2929**

**www.transit2care.com**

# Non-Emergency Medical Transportation (NEMT)

# General Information

## What is Non-Emergency Medical Transportation (NEMT)?

Non-Emergency Medical Transportation or NEMT is available to persons on Medicaid.

The service provides transportation services to and from medical appointments. The **free ride** is for Medicaid members who are eligible.

**Standard NEMT service is available Monday thru Saturday 5:00AM to 6:00PM**

**Dialysis NEMT service is available beyond the standard hours; ask our dispatch for more details.**

### Scheduling

To schedule a ride:

**YOU MUST CALL 24 HOURS IN ADVANCE**  
you may call  
**(719) 644-6005**  
**UP TO 2 MONTHS IN ADVANCE,**

### Dispatch Office Hours

**8:00 am to 5:00 pm Monday thru Friday**

### Destinations

Passengers can be picked up anywhere in El Paso and Pueblo Counties and taken to any medical facility in and outside El Paso and Pueblo Counties.

**Transit To Care** strives to ensure patients have the most pleasant experience possible while in our care. We specialize in "Door to Door" ambulatory transport.

### Riding with Transit To Care Service

- The vehicle may arrive 15 minutes before or after the scheduled pick up or drop off time
- The vehicle will wait 10 minutes at the pick-up location. Passenger who has a service animal may bring it on the vehicle
- The driver may help passengers on and off the vehicle and may help them secure their seat belt, but under no circumstances a driver enter a passenger's home
- Drivers can not sign clients out of medical facilities
- If you require assistance from another person please let our dispatch know when you schedule your trip and her/his transportation will be paid for by Medicaid.

**Schedule a Ride: (719) 644-6005**

### Passenger Rules

While riding any **Transit To Care** vehicle, passengers must abide by the following rules:

- No Smoking
- No Eating or Drinking
- No Profanity
- No Weapons
- No Drugs or Alcohol
- No Disruptive Behavior

**REMEMBER THE DRIVER IS RESPONSIBLE FOR YOUR AND OTHER MOTORISTS SAFETY**

In the event of severe weather we may close for safety, if this happens clients will be notified promptly.

### Suggestions - Comments - Complaints

We always looking for ways to provide our clients with better service. If you have a suggestion, comment, or complaint please call the operations manager at **719.644.6005**

## Contact Us

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Colorado Springs, CO 80906

(719) 644-6005  
cs@transit2care.com

Visit us on the web:  
[www.transit2care.com](http://www.transit2care.com)