

Transportation . . . What are my options?



Some forms of transportation, including wheelchair accessible vans, companion services, and taxis, may be available to you as part of your comprehensive service plan through your Home Care program at GLSS.

In some cases, however, budgetary limits may restrict the type or amount of transportation you may be able to receive from Home Care. Below you will find some options for arranging your own transportation services to medical appointments, errands, and community activities.

PT-1: MassHealth Transportation

If you are a MassHealth (Standard or CommonHealth) member, you may be eligible for non-emergency transportation to and from your medical appointments. Eligible appointments include but are not limited to doctors' appointments, counseling, and day programs. To find out if you qualify for transportation benefits, please contact the MassHealth Customer Service Center (CSC) at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss).

Your MassHealth medical provider must complete and sign a Prescription for Transportation (PT-1) form on your behalf. This form can be completed online, faxed, or mailed to the CSC. Your GLSS Case Manager can also assist by submitting a PT-1 request on your behalf. Once approved, you will be given a number to call and schedule your own rides when you need them.

Reduced MBTA Fares for Seniors

People 65 and older are eligible for reduced MBTA fares with a Senior CharlieCard. These cards are valid for 8 years. To apply for a Senior CharlieCard, you must visit the CharlieCard Store in Downtown Crossing:

7 Chauncy Street
Boston, MA 02111

OR, Contact your local Council on Aging to ask if they will be hosting a Senior CharlieCard application event in the near future!

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The RIDE - MBTA

If you have a disability that prevents you from using the MBTA bus or subway all or some of the time, The RIDE may be able to assist with your public transportation needs. The RIDE is the MBTA's door-to-door, shared-ride paratransit service. The RIDE is operated by the MBTA in compliance with the Americans with Disabilities Act (ADA).

The RIDE is available in 58 cities and towns in the greater Boston area, with similar operating hours to the MBTA—generally from 5 AM to 1 AM daily. To access The RIDE, you have to apply and be approved by The RIDE Eligibility Center (TREC). Once you're approved, you can schedule trips from 1 to 7 days in advance.

Who's Eligible?

People who have a disability that prevents them from using MBTA buses, subways, or trolleys all or some of the time are eligible for The RIDE. Keep in mind, your eligibility for The RIDE doesn't depend on the nature of your disability—it has to do with whether or not you can use public transit.

If you've had a medical emergency, your licensed healthcare provider can request 30 days of The RIDE for you that starts immediately. To continue to use The RIDE after the first 30 days, you need to apply.

How to Apply

To apply for The RIDE, you need to have an in-person interview at The RIDE Eligibility Center (TREC):

1000 Massachusetts Avenue, 2nd Floor
Boston, MA 02118

Call 617-337-2727 to set up an appointment.

All applicants (and 1 guest) can take The RIDE for free to their interview. Ask about arranging transportation when you call.