

# Provider Guide: MassHealth Non-Emergency Transportation

MassHealth Provider Request for Transportation (PT-1)

**PT-1s must be submitted online** (MassHealth stopped accepting paper forms 9/1/18.)

## Authorized Providers

**Providers authorized to complete the PT-1:** physicians, physician assistants, nurse midwives, dentists or dental third-party administrators, nurse practitioners, psychologists, and managed-care representatives.

Providers may delegate access to their staff.

## Request Online Access

**Request access to the Customer Web Portal (CWP)** at: [www.mass.gov/how-to/how-to-create-a-new-cwp-account](http://www.mass.gov/how-to/how-to-create-a-new-cwp-account).

## Instructions

Once you have an account, here are instructions to submit PT-1 requests.

### **How to complete and submit the PT-1 Online**

(Or see: [www.mass.gov/how-to/how-to-complete-and-submit-or-view-the-pt-1-online](http://www.mass.gov/how-to/how-to-complete-and-submit-or-view-the-pt-1-online))

## Questions?

Contact the MassHealth Customer Service Center at 1-800-841-2900 (Monday–Friday 8 a.m.–5 p.m) or e-mail [providersupport@mahealth.net](mailto:providersupport@mahealth.net).