



The RIDE: 30-Day Medical Necessity Approvals Patient Instructions

1. Do you live in a community in the MBTA service area, but are unable to use public transportation because of a **new** illness or disability? Do you also have medical appointments before you would be able to apply for The RIDE? If you answered “yes” to both of these questions, a medical provider may request a “30-Day Medical Necessity” approval.
 - a. **The provider should call The RIDE’s Eligibility Center (617-337-2727) and follow the voice mail prompts to leave his/her contact information. Eligibility Center staff will fax a form for your provider to complete and return.**
2. Eligibility Center staff should respond to the provider within 48 hours of receipt of the completed form and provide your new RIDE ID number. **You will need your ID number to deposit money into your account before you can use The RIDE.**
3. There are 4 ways to **deposit money to your The RIDE account**:
 - A. **Online:** <https://commerce.mbta.com/THERIDE/> Allow 2 business days for value to post to your account.
 - B. **Call 1-888-844-0355**, 7AM - 8PM Monday to Friday and 9AM - 5PM Saturday and Sunday. Allow 1 hour for money to post to your account.
 - C. **Mail** a check or money order noting your RIDE ID # to: MBTA - THE RIDE Fares, 10 Park Plaza - Rm. 5000 Boston, MA 02116. Allow 5 business days for posting.
 - D. **Visit** the CharlieCard Store at Downtown Crossing Station adjacent to the Red and Orange Lines at Downtown Crossing Station. The CharlieCard Store is open Monday through Friday, 8:00 a.m. to 5:30 p.m. Please note: The accessible entrance is located at 32 Summer St. via the 101 Arch St. building, Boston. Posting is within 1 hour.
4. Once your deposit is posted to your account you can **schedule transportation**:
 - A. **Call 844-427-7433 to schedule rides OR reserve online at www.mbta.com/trac.** (Login with your RIDE ID# and your password is your date of birth using MMDDYY format.)
 - B. **Reservations must be made at least 1 day in advance. The RIDE will call the evening before your trip to confirm if they are able to fulfill the request.**
 - C. Most **one-way** rides cost \$3.35. Some trips are subject to a premium fare of \$5.60 each way. Reservationists should tell you the cost when you call.
 - D. A Personal Care Attendant (PCA) may travel with you for free.
5. **To continue service beyond 30 days you must set up an appointment for an in-person assessment within 10 days of approval. Call The RIDE Eligibility Center at 617-337-2727.** They will provide transportation to the appointment if needed.
 - a. **The RIDE is piloting a partnership with Uber, Lyft and Curb for on-demand service (only available after in-person approval).** Learn more: www.mbta.com/paratransitpilot