**KEY TERMS**

**STANDING ORDER:** Is a regularly *(at least once a week, for 3 or more months duration)* reoccurring transport reservation, to a Medicaid billable service. E.g.: Monday, Wednesday and Friday transport to and from dialysis.

**DEMAND RESPONSE:** Is a less frequent trip, episodic trip. E.g.: a trip next Thursday to and back from the doctor.

**MAINE CONTACT TELEPHONE NUMBERS**

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| **CONTACT TELEPHONE NUMBERS** | |
| **Operations Administrative line: 1-877-659-1301**     * The main number for our Operations Center * This phone line is **NOT** for making Reservations or Ride Assist | **Deaf / Hearing Impaired: 1-866-779-0562**  Reservation number for the deaf or hearing impaired |
| **Reservations**  855-608-5174 **Region 1** (Includes Aroostook County)  855-608-5176 **Region 2** (Includes Washington County and Hancock County)  855-608-5178 **Region 6** (Includes Cumberland County)  855-608-5180 **Region 7** (Includes Oxford County (not including towns in region 8), Androscoggin County and Franklin County  877-659-1302 **Region 8** (Includes York County, and Brownfield, Denmark, Fryeburg, Hiram, Porter, Lovell, Stoneham, Stow, Sweden cities in Oxford County)   * This is the number beneficiaries, their families/care givers or medical providers call to reserve a demand response/episodic trip for the beneficiary.   + E.g.: a trip to the doctor on Thursday. | **Ride Assist**  855-608-5175 **Region 1** Ride Assist 855-608-5177 **Region 2** Ride Assist  855-608-5179 **Region 6** Ride Assist  855-608-5181 **Region 7** Ride Assist  877- 659-1303 **Region 8** Ride Assist   * Where case managers, social workers and beneficiaries *(or their families/care givers)* call concerning a service issue   + E.g.: transportation is late dropping off or picking up the patient. |
| **Facility Department: 1-877-659-1305**   * This number is for the exclusive use of health care facility staff. * Call to speak to one of our Facility Dept. Specialists about a **standing order** or * To request a demand response/ episodic trip for one of your patients * Hospital discharge planners can call this number to schedule a discharge | **Facility Dept. Fax: 1-877-637-9091**   * Case managers or social workers fax their patients’ **standing orders** to this number * Nursing homes can fax in a demand response/episodic trip request for **two or more** of their residents going to the **same destination** on the **same day**   + E.g.: Four (4) residents going to the county health department next Thursday. |