

Non-emergency Medical Transportation Services

We are pleased to announce that Thunderbird Transit provides non-emergency Medical Transportation Services for eligible Medicaid clients. These services are available for both local and out-of-town Medicaid-approved trips for the residents of the Concho Valley. These services are available to Medicaid Clients at no cost. Here are the steps you need to follow to schedule a Medicaid trip with us:

1. At least 48 hours before your appointment, call 1-877-633-8747 and talk to an Intake Specialist.
2. Give the Intake Specialist your Medicaid Number.
3. Give the location you would be traveling from and the location you would be traveling to.
4. Give the Doctor's name and reason for the trip.
5. The Intake Specialist will approve or deny the trip at this time and provide you with a confirmation number.
6. Once the trip has been approved, you can contact the Transportation Center in your location to make your reservation. Please have your confirmation number available.
7. When you make your reservation with the Thunderbird Transportation Center, please let the person know that you will be making a Medicaid-approved trip. Give your confirmation number when asked.
8. If you need to cancel your trip, please call the toll free number first, then your Transportation Center. Please give us as much notice as possible.

If you have any questions, please call CVTD at (325) 947-8729, (877) 947-8729, (800) RELAY TX (735-2989) or 711 (TTY).