

Transportation



Emergency Transportation:

If you have a life threatening medical emergency and need emergency transportation (ambulance), call 911.



Non-Emergency Transportation:

Non-emergency transportation is available if you need a ride to a covered healthcare service, such as a doctor's appointment.

How to get non-emergency transportation:

Kentucky Medicaid will pay to take some members to get medical services covered by Kentucky Medicaid. If you need a ride, you must talk to the transportation broker in your county to schedule a trip. You must call to schedule your trip 72 hours (3 full days) before the appointment.

Each county in Kentucky has a transportation broker. You can use the transportation broker for a ride to an appointment if you or your spouse don't own a car or cannot use the car. Call your county's transportation broker to learn what steps you need to take if you or someone in your household owns a car but you cannot use it.

If you have questions or concerns or are denied a Non-Emergency Healthcare Transportation service, call 1-888-941-7433 and a Medicaid Specialist at the Kentucky Transportation Cabinet can assist you.

If you need additional help, call Passport member services at. (800) 578-0603.

You can schedule a ride with a Transportation Broker Monday - Friday from 8am-4:30pm and on Saturday from 8am-1pm.

Rides are available to and from covered medical services Monday - Friday from 6am-8pm and Saturday from 8am-1pm.

All children under the age of thirteen (13) must have a parent or guardian, or a designee of the parent/guardian to accompany the child during transport.

Transportation Brokers

Note: This list is current as of January 2025. For the most current listing, visit <https://transportation.ky.gov/TransportationDelivery/Pages/Human-Services-Transportation.aspx>.

Region	Counties	Broker	Toll-Free Number	Local Phone Number
1	Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, McCracken	Audubon Area Community Service, Inc (GRITS)	(800) 816-3511	(270) 686-1651
2	Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg	Pennyrile Allied Community Services (PACS)	(800) 467-4601	(270) 886-6641
3	Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster	Audubon Area Community Service, Inc (GRITS)	(800) 816-3511	(270) 686-1651
4	Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson	Audubon Area Community Services, Inc. (GRITS)	(800) 816-3511-	(270) 686-1651
5	Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, Warren	LKLP Community Action Council (LKLP)	(800) 245-2826	(606) 487-1872
6	Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
8	Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, Woodford	Bluegrass Community Action Partnership (BGCAP)	(800) 456-658	(502) 695-4290
9	Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Pendleton and Owen	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
10	Fayette	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
11	Bourbon, Clark, Estill, Harrison, Madison, Montgomery, Nicholas, and Powell	Federated Transportation Services of the Bluegrass (FTSB)	(888) 848-0989	(859) 233-0066
12	Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, Whitley	Rural Transit Enterprises Coordinated (RTEC)	(800) 321-7832	(606) 256-9835
13	Breathitt, Clay, Harlan, Jackson, Knott, Lee, Leslie, Letcher, Owsley, Perry, and Wolfe	LKLP Community Action Council (LKLP)	(800) 245-2826	(606) 487-1872
14	Floyd, Johnson, Magoffin, Martin, Pike	Sandy Valley Transportation Services (SVTS)	(800) 444-7433	(606) 886-7039
15	Bath, Boyd, Carter, Elliott, Greenup, Lawrence, Menifee, Morgan and Rowan	LKLP Community Action Council (LKLP)	(800) 245-2826	(606) 487-1872
16	Bracken, Robertson, Mason, Fleming, and Lewis	Licking Valley Community Action Program (LVCAP)	(800) 327-5196	(606) 845-0081