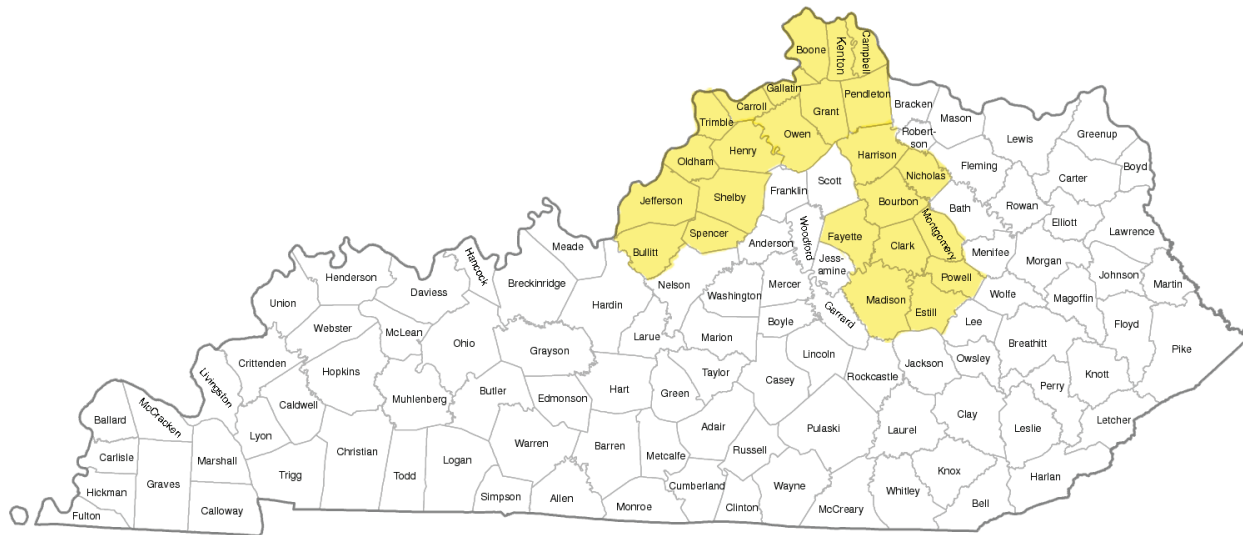


# Office Hours



## Reservations are scheduled

Monday – Friday 8 am – 4:30 pm

Saturday 8 am – 1 p.m.

## Dispatch Office is open

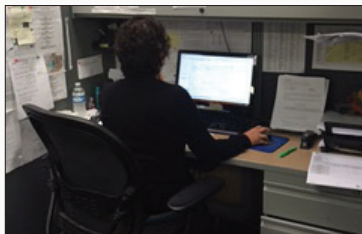
Monday – Friday 4:30 am – 8 pm

## FTSB's office will be closed on the following holidays:

New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

## Urgent Care

Urgent care is defined as an unscheduled episodic situation in which there is no threat to life or limb, but the passenger must be seen on the same day as the request and cannot be delayed until the next day. FTSB may verify with the direct provider of service the need for urgent care.



## Federated Transportation Services of the Bluegrass

1713 Jaggie Fox Way  
Lexington, KY 40511

Phone: (888) 848-0989

Fax: (859) 233-1668

E-mail: [info@ftsb.org](mailto:info@ftsb.org)

[www.ftsb.org](http://www.ftsb.org)

Kentucky Transportation Cabinet

NEMT Complaint Line

(888) 941-7433

## Nondiscrimination

*FTSB will not discriminate against, nor deny an individual access to transportation services due to disability, race, sex, creed, color, religion, and all veterans (Afghanistan, Iraq, etc) or national origin.*



## FTSB

### Non - Emergency Medical Transportation

*Making it Happen*

## Federated Transportation Services of the Bluegrass

Providing Non-Emergency Medical Bus Service for Boone, Bourbon, Bullitt, Campbell, Carroll, Clark, Estill, Fayette, Gallatin, Grant, Harrison, Henry, Jefferson, Kenton, Madison, Montgomery, Nicholas, Oldham, Owen, Pendleton, Powell, Shelby, Spencer and Trimble Counties.

For reservations and information  
**Call (888) 848-0989**

For your convenience, our office is open Monday through Friday 4:30 am. to 8 pm and Saturday 8 am to 1 pm.

## Medicaid Eligibility for Transportation

### Federated Transportation Services of the Bluegrass, Inc. serves Medicaid recipients in Regions 6, 9, 10 and 11 in the following counties:

- Boone County
- Bourbon County
- Bullitt County
- Campbell County
- Carroll County
- Clark County
- Estill County
- Fayette County
- Gallatin County
- Grant County
- Harrison County
- Henry County
- Jefferson County
- Kenton County
- Madison County
- Montgomery County
- Nicholas County
- Oldham County
- Owen County
- Pendleton County
- Powell County
- Shelby County
- Spencer County
- Trimble County

### Medicaid Eligibility for Transportation

1. You must possess a valid Kentucky Medicaid card.
2. You must be traveling to an eligible Medicaid destination.
3. You can not have a car in your household, which can be used for transportation.
4. You must live in Boone, Bourbon, Bullitt, Campbell, Carroll, Clark, Estill, Fayette, Gallatin, Grant, Harrison, Henry, Jefferson, Kenton, Madison, Montgomery, Nicholas, Oldham, Owen, Pendleton, Powell, Shelby, Spencer and Trimble Counties.



## Scheduling Medicaid Transportation

### Scheduling Medicaid Transportation



1. Call the broker 72 hours in advance of the appointment date and time unless urgent care. Urgent Care means, *“An unscheduled episodic situation when there is not a threat to life or limb, but the recipient must be seen with a specified time frame”*;
2. Give name, which appears on Medicaid card;
3. Medicaid identification number;
4. Recipients pickup and delivery address;
5. Date of appointment;
6. Time of appointment;
7. Telephone number;
8. Special needs including; child safety seats, lift equipped vehicle, or escort.

### Child Seats & Escorts

FTSB requires the use of FMVSS approved child safety seats. An adult must accompany children 12 years of age and under. FTSB does not require an escort, but will allow an escort to accompany an individual 13 -17 years of age. An escort may accompany any passenger needing special assistance. When the reservation is made, the passenger must inform the reservation staff when an escort will be riding or a car seat is requested.



## FTSB's Code of Conduct for all Passengers

### Standards of a Recipient

1. Recipient may be coordinated with other passengers;
2. Give pertinent information; including escort required or regarding special needs;
3. Shall not be under the influence of illegal drugs and alcohol;
4. Passengers may need to depart from their residence 45 minutes plus direct travel time to your destination.
5. Abide by signs in the vehicle;
6. Abide by non-smoking requirements;
7. Abide by safety seat belt regulations;
8. Shall not hold child in lap during transport;
9. Call 72 hours in advance unless urgent care;
10. Cancel a trip as soon as possible
11. Engaging in abusive, violent seriously disruptive or illegal conduct or contact shall lose their transportation privileges approval from the Cabinet;
12. Poses an immediate danger to the driver or passengers, the driver shall call for emergency assistance; and
13. May call the broker or the Cabinet's toll free complaint phone line to lodge a complaint.

### Inclement Weather:

Transit service will be closed when roads are hazardous for travel. During inclement weather conditions, FTSB will cancel service or operate on a limited basis. FTSB will resume services on roads that are priority for snow removal and will resume regular service when all roads are clear and safe for travel. FTSB will make every effort to provide life threatening medical services such as dialysis, chemotherapy, radiation, etc. during inclement weather.