HELP FINDING A RIDE?

Handi-Wheels Transportation & Resource Guide

1. NORTH DAKOTA MEDICAID

ND Medicaid Customer Support Center
866-614-6005
701-328-1000
TTY: 711
Monday–Friday, 8:00 a.m.–5:00 p.m. CT

ND Medicaid can help members with questions about transportation and can help find ride options for medical appointments. Call as soon as you know about your appointment.

What to say: "I have North Dakota Medicaid. I need transportation to a medical appointment. Can you tell me who I should call to arrange my ride?"

Important: Medicaid transportation rules can be different depending on your type of Medicaid coverage. If you have Medicaid Expansion, follow the transportation instructions for your plan before arranging a ride.

2. 2-1-1 — NOT SURE WHERE TO START?

FirstLink
Dial 2-1-1
Available 24 hours a day, 7 days a week

2-1-1 is free and confidential. They can help you find local services for transportation, food, housing, health care, disability services, and other needs.

3. FREEDOM RESOURCE CENTER

Freedom Resource Center for Independent Living
Fargo: 701-478-0459
Toll-free: 800-450-0459
2701 9th Avenue S, Suite H, Fargo
Monday–Friday, 8:00 a.m.–4:30 p.m.

Freedom Resource Center helps people with disabilities find resources, learn about services, and live as independently as possible.

3. NDAD — HELP FOR PEOPLE WITH DISABILITIES

North Dakota Association for the Disabled (NDAD)
Fargo: 701-281-8215
Toll-free: 888-363-6323
4642 Amber Valley Parkway S, Fargo

NDAD can provide information, referrals, advocacy, equipment loans, and some financial assistance for people with disabilities and health challenges.

TRANSPORTATION OPTIONS

These organizations can help you find a ride. Ask about cost, eligibility, wheelchair or walker access, and how far in advance you need to schedule.

FM Ride Source
701-476-5967
A free directory of transportation options in Fargo, West Fargo, Moorhead and Dilworth. Ask for help finding a provider that fits your needs.

MAT Paratransit
701-235-4464
For people who are certified as ADA Paratransit eligible and cannot use regular MATBUS without assistance. An application is required before rides can be scheduled.

MATBUS Fixed Route
701-232-7500
Regular city bus service. Ask about routes, schedules and accessibility.

Care A Van
701-235-6699 or 800-500-6699
Lift/ramp-equipped transportation provider listed by FM Ride Source.

F-M Mobility
701-235-5450
Lift/ramp-equipped transportation provider listed by FM Ride Source.

Precision Transportation
701-936-0577
Lift/ramp-equipped transportation provider listed by FM Ride Source.

Maxime & Co.
701-781-0510
Lift/ramp-equipped transportation provider listed by FM Ride Source.

Ready Wheels – FM Ambulance
701-364-1752
Lift/ramp-equipped transportation provider listed by FM Ride Source.

1 Priority Transportation
701-850-9229
Lift/ramp-equipped transportation provider listed by FM Ride Source.

Metro Senior Ride
701-356-7433
Transportation through Valley Senior Services for older adults. Ask about eligibility and scheduling.

IF YOU ARE HAVING TROUBLE

You do not have to make all the calls yourself.

1. Call 2-1-1 and ask them to help you find transportation.

2. Call Freedom Resource Center at 701-478-0459 and ask for help finding disability resources.

3. Call NDAD at 701-281-8215 and ask about resources or assistance.

4. If you have ND Medicaid, call 866-614-6005 and ask who handles your medical transportation.

Ask a family member, friend, caregiver, case manager, or trusted person to help you make the calls if needed.

PLEASE NOTE

Transportation programs have different eligibility rules, service areas, costs, and scheduling requirements. Calling a provider does not guarantee that a ride will be available. Always ask about the rules before making your appointment transportation plans.