Presbyterian Centennial Care Transportation, Lodging, and Meals
Frequently Asked Questions (FAQ)

We are here to help you with your Presbyterian Centennial Care transportation, lodging, and meals benefits. Please use this FAQ to answer questions most often asked about these benefits. If you need more help, please call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333.

How Your Transportation Benefit Works

What if I do not have transportation?
Presbyterian contracts with Superior Medical Transportation (SMT) for non-emergent transportation for covered medical and behavioral health appointments. You must be an eligible Presbyterian Centennial Care member. If you need a ride to your appointment, please call the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333 or you can call Presbyterian’s transportation provider, Superior Medical Transportation (SMT) directly at (505) 923-6300 or 1-855-774-7737.

How far in advance do I need to call for a ride?
You must call 48 hours before your scheduled appointment, but don’t wait until the day of your appointment to schedule your ride. Superior Medical Transportation needs enough advance notice to set up your ride.

What if I need same day transportation?
Same-day transportation is available only if you need urgent health care services and don’t have transportation. If same-day transportation is necessary, SMT will contact the member’s provider to verify the appointment before approving the transport. SMT will contact the member with final approval. If the transport is denied, the member will be contacted by a Presbyterian Customer Service Representative.

Do I call Superior Medical Transportation if I need ambulance services to and from a doctor or other healthcare provider appointment?

Superior Medical Transportation will not assist you with air or ground ambulance transportation. Presbyterian will help you arrange all non-emergent ambulance services. You, your provider’s office, or Nurse Care Coordinator should call the Presbyterian Customer Service Center to arrange your transportation.
What if I need emergency transportation or out-of-state transportation?
If you need emergency transportation for a life-threatening situation, call 911 or the emergency telephone number in your area. Presbyterian does cover emergency transportation by ambulance, air ambulance, or specialty equipped van. If you require transportation out of New Mexico, please call Presbyterian Customer Service Center at the phone number listed on your Presbyterian Centennial Care identification card or (505) 923-5200 or 1-888-977-2333.

What information will I need before calling Superior Medical Transportation to reserve a ride?
You will need the following information when you schedule a ride:

- Your full name, date of birth, and Medicaid Identification number
- Time of the appointment
- Address of the provider or facility
- Name and phone number of the provider or facility
- Special needs (medical equipment, oxygen, wheelchair, walker, medical attendant, etc.)
- Reason for the appointment (such as primary care provider, behavioral health, dental, vision, prenatal class, etc.)

Superior Medical Transportation will call your doctor or other healthcare provider to verify your appointment prior to your scheduled appointment. Superior Medical Transportation will call you the day before or the morning of your appointment to make sure you are still going.

If my appointment changes, do I need to cancel my ride?
Yes, you are required to call Superior Medical Transportation as soon as your appointment has been changed or canceled, or at least 2 hours before your scheduled pick up time or 4 hours for rural areas. Superior Medical Transportation’s telephone lines are open 24 hours a day, 7 days a week, 365 days a year at (505) 341-0042 or 1-877-735-0111.

What time will I be picked up on the day of my appointment?
Superior Medical Transportation will give you a 30-minute range when they will pick you up. Please be ready at the beginning of the 30-minute range. The driver may arrive at any time during this 30-minute range. For example, you may be told your driver will pick you up between 2:00 p.m. and 2:30 p.m. You must be ready to be picked up starting at 2:00 p.m. because the driver will come at any time between 2:00 p.m. and 2:30 p.m. You could miss your ride if you aren’t ready. Drivers will wait up to 10 minutes from the time the driver arrives to pick you up. When the driver arrives, you will need to sign a form that says you boarded the vehicle to be transported to your appointment.

When your appointment is over, you will need to call Superior Medical Transportation (at (505) 341-0042 or 1-877-735-0111) and notify them that you are ready to be picked up. Superior Medical Transportation will notify the driver that you are ready.

What if my appointment is running late?
Ask the receptionist at your provider’s office to contact Superior Medical Transportation at (505) 341-0042 or 1-877-735-0111 as soon as possible. The driver can be contacted immediately about the change in your pick-up time.
What if my doctor or other healthcare provider sends me for tests or lab work?
Contact Superior Medical Transportation at (505) 341-0042 or 1-877-735-0111 as soon as possible. Let them know what time you will be finished, and if you will need to be picked up at a different entrance or address. Superior Medical Transportation will immediately contact the driver about the change in your pick-up. If tests or lab work will take a long time, you may need to schedule a separate appointment for a different date, especially if you are traveling far.

What if I need transportation for my child?
A parent or legal guardian must ride with a child who is under 12 years of age. Transportation is provided for a child (12 years or older) to ride without a parent or legal guardian. For a child between the ages of 12 and 18 years to ride alone, the parent or legal guardian must sign a Parental Release form and provide emergency contact information. If you are under 18 years of age, you can bring a parent/guardian with you to your appointment. Please tell Superior Medical Transportation if your child is of age to ride alone.

We will work with Superior Medical Transportation to make sure your child is transported safely and take care of any special needs provided on the Emergency Contact Sheet, which Superior Medical Transportation keeps. Superior Medical Transportation may also call Presbyterian for assistance with contacting a parent or legal guardian under certain unusual emergency circumstances.

If I need assistance, may I bring someone to help me?
If you are an adult Presbyterian Centennial Care member and need assistance, you may request an attendant to go with you to your appointment. A qualified attendant must be over age 19 and must be able to help you. The attendant cannot require help themselves. A qualified attendant is someone your doctor or healthcare provider says needs to help you when you go to your appointment. We will not provide transportation for someone that you just want to come with you to your appointment.

If I don’t have a babysitter, can I bring my child with me to my appointment?
A child age 19 or younger is considered a companion and not a qualified attendant and may not go with you to your appointment. To bring a qualified attendant, you must have a medical reason why you need an attendant to go with you to your appointment. Your provider must also tell us in writing the medical reason why the attendant must go with you to your appointment. Transportation for your attendant must have prior approval from a Presbyterian Medical Director.

My doctor or other healthcare provider wants me to see another healthcare provider or healthcare provider in a different city. Will Superior Medical Transportation take me?
These requests are handled on a case-by-case basis. Presbyterian Customer Service Center can help you find a provider closest to your city. If approved, Superior Medical Transportation will provide transportation in New Mexico or within 100 miles of the New Mexico’s borders, with the exception of Mexico. We do not provide transportation outside of your city if you refer yourself for services.

If I am a “Medicaid Waiver Recipient,” am I eligible for routine transportation under my Presbyterian Centennial Care benefit plan?
Transportation by Superior Medical Transportation to Medicaid waiver facilities is covered when receiving occupational therapy, physical therapy, speech therapy, and behavioral therapy services when the service is a Presbyterian Centennial Care covered benefit.

I am allergic to strong scents and odors. Will this be a problem when traveling with Superior Medical Transportation?

Superior Medical Transportation drivers are told not to use strong colognes or fragrances. They cannot smoke in or near the vehicle. Passengers are not allowed to smoke in a Superior Medical Transportation vehicle. Superior Medical Transportation cannot be held accountable for the smells that might be present from other passengers in the vehicle. If you have a medical condition that is affected by scents and odors, please tell Superior Medical Transportation when you call to schedule a ride.

The drive to and from my appointments is going to last all day. May I bring food and something to drink with me?
If it is medically necessary to bring food or drink, you must tell Superior Medical Transportation when you schedule your ride. You must bring the food and drink in sealed containers. You cannot eat in a Superior Medical Transportation vehicle.

Education Classes
Transportation for physical or behavioral health classes is covered only if transportation is for a diagnosis and a treatment plan (such as diabetic classes, smoking cessation, nutrition classes, prenatal classes, etc.) that Medicaid covers. If you request transportation to and from classes, Superior Medical Transportation will call Presbyterian to confirm the appointment. Presbyterian Centennial Care will also verify your treatment plan to see if transportation is covered.

What if I cannot travel in a Superior Medical Transportation vehicle because of my medical condition?
You must ask your provider to fax a letter of medical necessity to:

    Presbyterian Customer Service Center
    Attention: Travel Coordination
    Fax: (505) 923-6401

The letter must state the medical reason why you cannot travel in a Superior Medical Transportation vehicle. Our clinical team will review the letter. They will tell you if your request is approved or denied.

I feel more comfortable taking my own vehicle. Can I be reimbursed for mileage if I choose not to take Superior Medical Transportation?
If you have to travel to a different city from where you live, these requests are handled on a case-by-case basis. Presbyterian Customer Service Center can help you find a provider closest to your city. If approved, Superior Medical Transportation will provide reimbursement in New Mexico or within 100 miles of the New Mexico’s borders, with the exception of Mexico. We do not provide reimbursement outside of your city if you refer yourself for services.
I had to drive to another city for emergency surgery. Can I be paid for mileage? Urgent and emergent situations are handled on a case-by-case basis. We will work with Superior Medical Transportation to decide if you will be paid for mileage. For more instructions, please contact the Presbyterian Customer Service Center at (505) 923-5200 or 1-888-977-2333. You can also call Superior Medical Transportation directly at (505) 341-0042 or 1-877-735-0111.

How am I paid for mileage after I have received approval from Superior Medical Transportation? You must contact Superior Medical Transportation before your appointment to receive mileage reimbursement. If approved, Superior Medical Transportation will verify with your healthcare provider that you have an appointment. Superior Medical Transportation will also confirm with your doctor or other healthcare provider that you attended the appointment. Once your attendance has been verified, please allow 4-6 weeks to receive your reimbursement.

How Your Meals and Lodging Benefits Work

Will Presbyterian Centennial Care pay for my lodging and meals? Presbyterian will pay for lodging for members who must travel more than 4 hours one way for medical services. Presbyterian must pre-approve your request before we will cover lodging unless you have an emergency.

Presbyterian reimburses for meals for members and approved attendant(s) who must leave their home community for 8 hours or more for medical services. We will reimburse the member for meals at the current NM Medicaid rate. Unless you have an emergency, we must pre-approve your request before we will reimburse you for your meals. The member’s medical provider must let us know in writing that there is a medical necessity for a qualified attendant.

How to request reimbursement
Members must send original receipts to Presbyterian Customer Service Center. You must also send a cover letter with the following:

1) Member’s name
2) Member’s Medicaid Number
3) Attendant’s name and relationship to patient
4) Date(s) of Medical Services
5) Provider(s) name, address, and phone number

In some cases, lodging is prepaid by Presbyterian. If you pay the hotel bill and you received prior approval from Presbyterian, you can call Presbyterian Customer Service Center at (505) 923-5200 or 1-800-977-2333 to ask for a reimbursement form. We will reimburse you at the current NM Medicaid rate. You will be reimbursed within 4 to 6 weeks from the date you send us your paperwork. The items we do not pay for include, but are not limited to, in-room movies, telephone charges, room service, laundry, and other convenience items. Please mail your completed reimbursement form and original receipts to:
What if I need out-of-state transportation, meals, and lodging?
We must pre-approve all out-of-state transportation, meals, and lodging. We will approve out-of-state transportation only for approved out-of-state covered services.

Air/Ground Ambulance – In State and Out of State

Do I call Superior Medical Transportation if I need ambulance services to and from a doctor or healthcare provider appointment?

No, Superior Medical Transportation does not coordinate with air or ground ambulance transportation. Presbyterian coordinates all non-emergent ambulance services.

How to reach Presbyterian’s Customer Service Center
If you have a medical or behavioral health emergency, dial 911 or the emergency number in your area. If you require transportation out of New Mexico, please call Presbyterian Customer Service Center (see phone number below and on your Presbyterian Centennial Care card). The Presbyterian Customer Service Center is open 24 hours a day, 7 days a week, and 365 days a year. You can reach Presbyterian Customer Service Center at:

Phone: (505) 923-5200 or 1-888-977-2333
Navajo/Dine phone line: (505) 923-5157 or 1-888-806-8793
TTY: 1-888-872-7568
E-mail: info@phs.org

To check your benefits, find a doctor or other healthcare provider, and much more, please visit the Presbyterian website at www.phs.org.

This information is available for free in other languages. Please contact the Presbyterian Customer Service Center at (505) 923-5200 or 1-800-977-2333 for additional information. TTY users should call 1-888-872-7568. We are open 24 hours a day, 7 days a week, and 365 days a year.

Esta información está a su disposición de manera gratuita en otros idiomas. Sírvase llamar al Centro de Atención a los Clientes del Presbyterian al (505) 923-5200 o al 1-800-977-2333 para conseguir más información. Las personas que utilizan la línea telefónica TTY deberán llamar al 1-888-872-7568. Estamos a su disposición las 24 horas del día, siete días a la semana.