



Provider Tip Sheet

Help us Help your Clients

Hours of Operation

Office Hours	8:00 am – 5:00 pm
Trip Reservation Hours	7:30 am – 3:30 pm
Transport Hours	5:30 am – 5:00 pm

(Transport hours may vary depending on transport schedule)

Our Mission...

Transporting children and expectant mothers, with little or no means of transportation, to needed medical care, at no cost to the families

Who is eligible for Kid One

- *Children under the age of 19*
- *Expectant mothers in need of prenatal care*
- *Families with a temporary or permanent lack of transportation*

Who Makes the Referral?

- *Family members, physicians, neighbors, Non-Profits serving children, Social Workers, School Nurses/Counselors, State Agencies*

What types of appointments are eligible?

- *Eligible patients can request transportation to any facility that will better them mentally, medically and physically. Some examples are: Sick doctor visits, well doctor visits, vision/dental care, physical/ occupational therapy, and counseling.*

To schedule transportation, please call Kid One at 1.800.543.7143

Things to Remember:

- *Appointments can be scheduled up to 30 days in advance*
- *Transportation is provided on a first come first serve basis*
- *Clients will receive a courtesy call with an anticipated pick-up time, the day before their appointment*
- *The driver will call the clients the day **of** their appointment (driver must speak to client and verify that transportation is still needed, this prevents no-shows and cancellation at the door)*
- *Wait times for return trips home vary, it's not uncommon for a client to wait up to an hour for transportation (Kid One strives to serve as many clients as efficiently as possible)*
- *Please remind your clients to notify Kid One if they do not need transportation home*
- *To request a transportation payment, clients are to call Medicaid at 1.800.362.1504 for Medicaid eligible appointment*

- ❖ *There's a small fee for appointments that are not covered by Medicaid and clients that are not Medicaid recipients*

Kid One is Thankful for your support!

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