

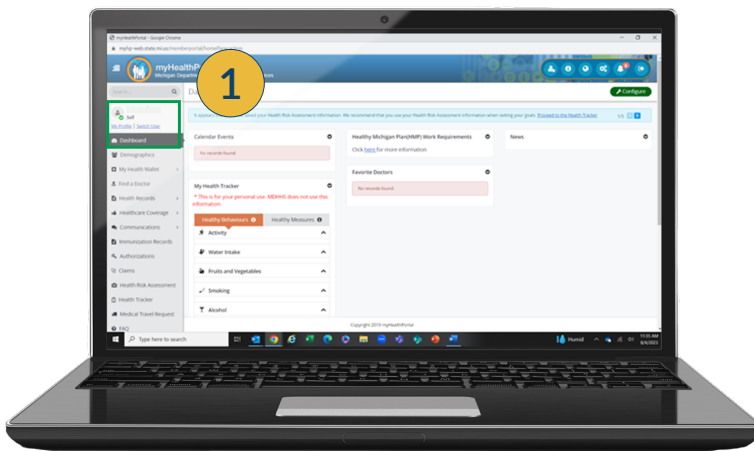
QUICK REFERENCE: myHealthPortal Non-Emergent Medical Transportation Request



The Medical Travel Request feature lets you request transportation to your Medicaid covered appointments. This includes doctors visits, mental health visits, and other services.

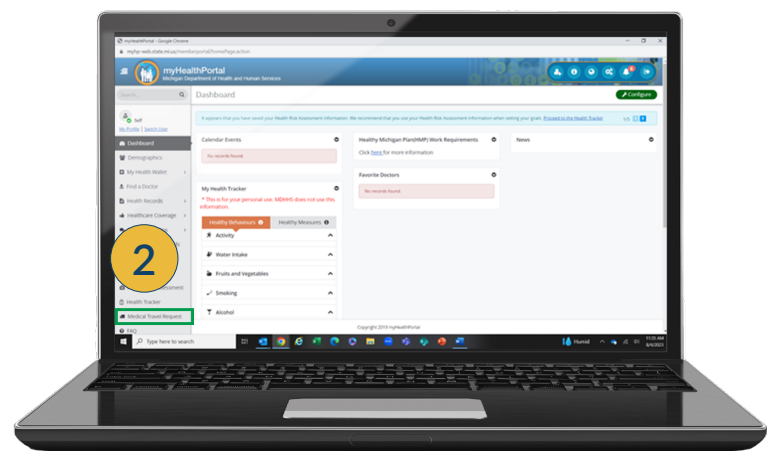
Step 1

Log in to myHealthPortal.



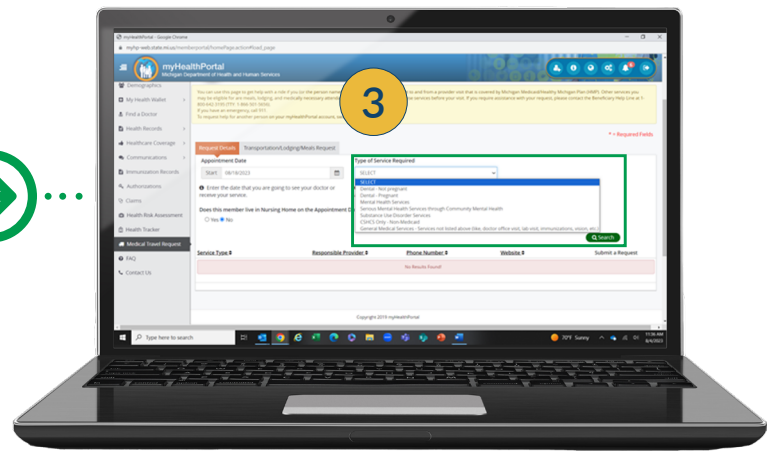
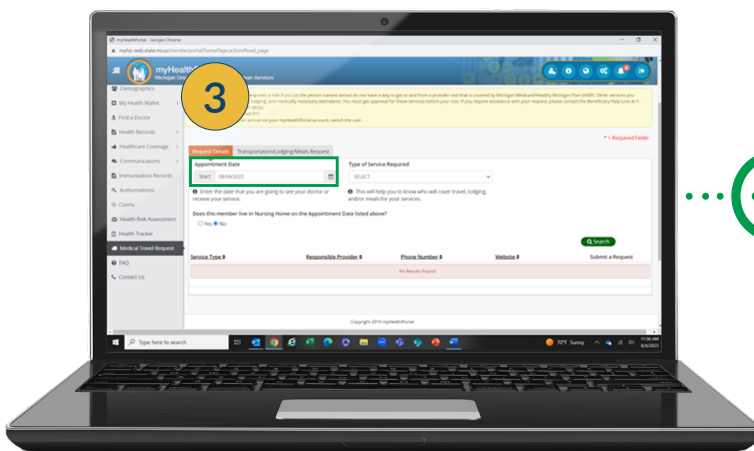
Step 2

Click on Medical Travel Request.



Step 3

Fill in appointment date and type of service required and if the member lives in a nursing home.

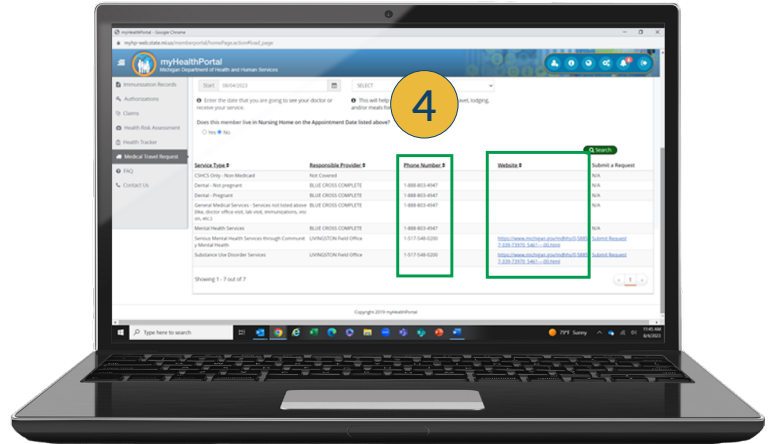


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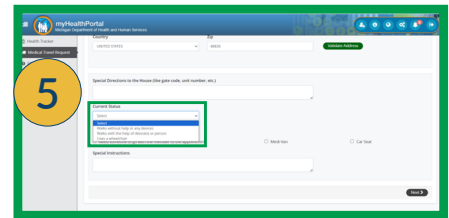
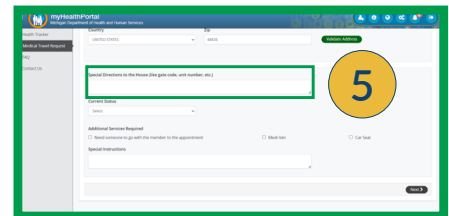
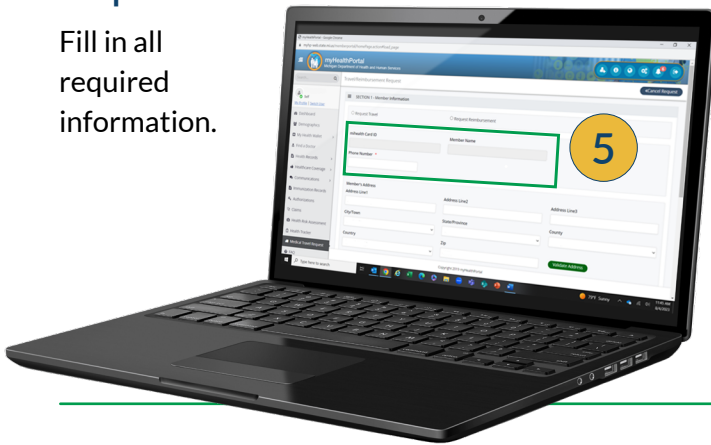
Step 4

If **Submit Request** is not clickable please use the **phone number** and/or **website** given to complete your medical travel request. If available, click, **submit request**.



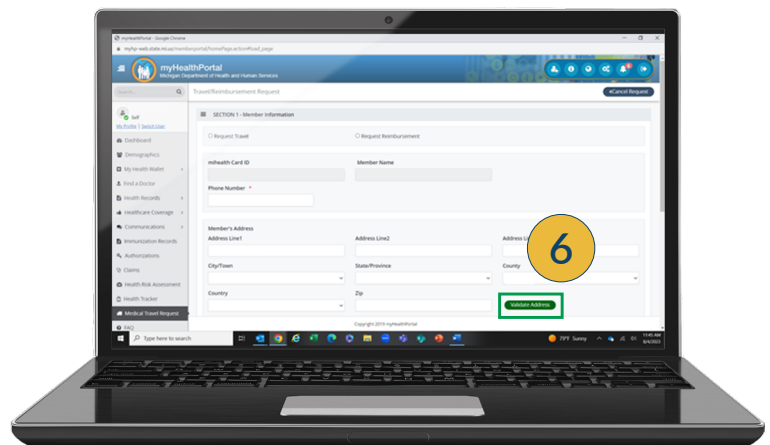
Step 5

Fill in all required information.



Step 6

Click **Validate Address**.

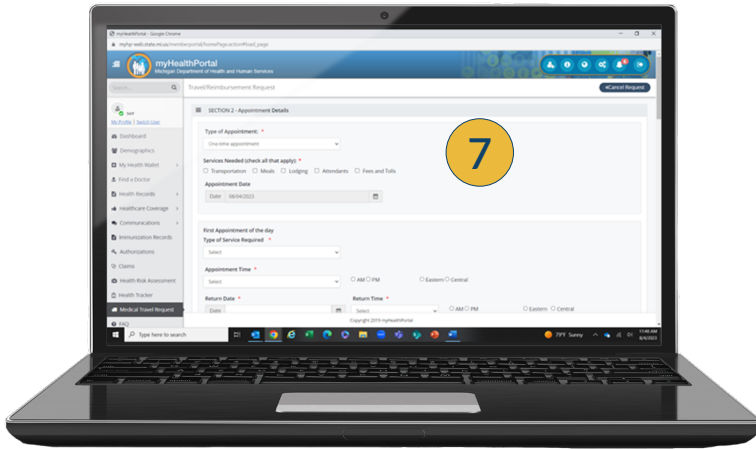


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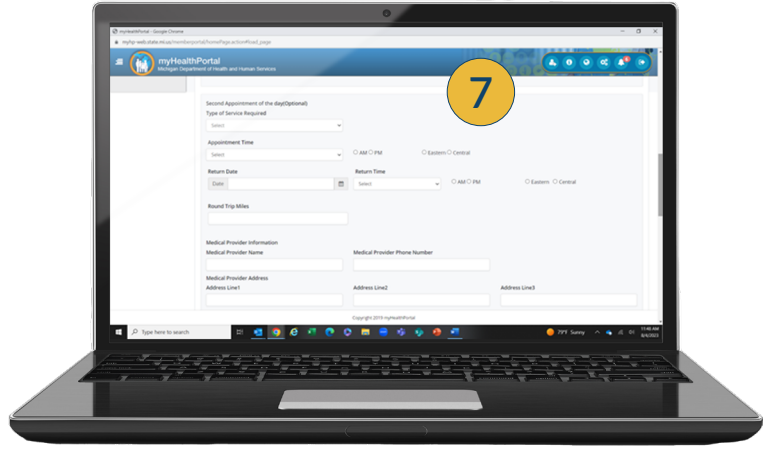
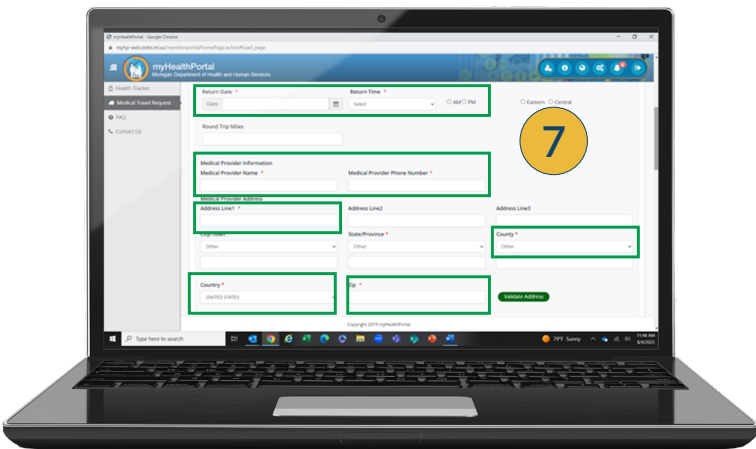
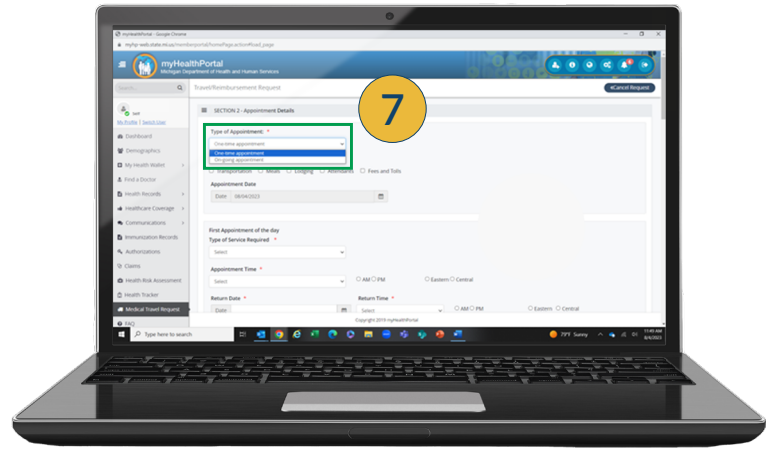
Step 7

Fill in appointment details.



Step 7 (continued)

Choose if the appointment recurring.

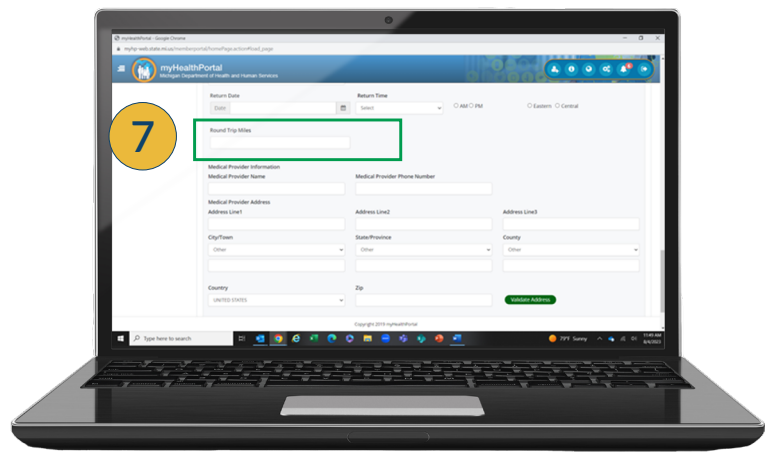
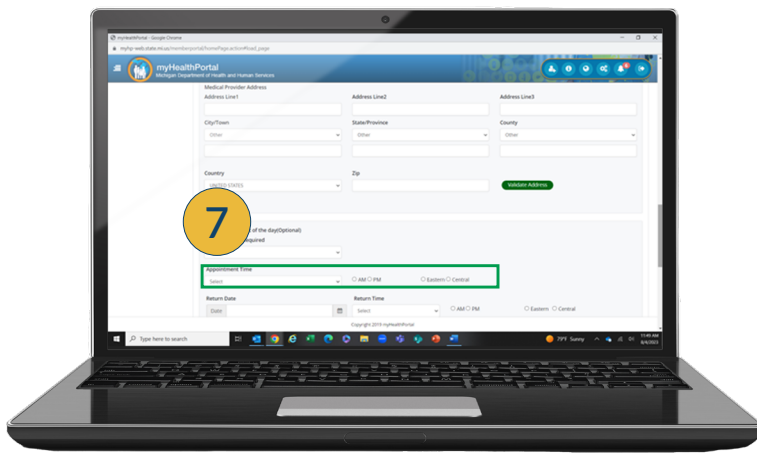


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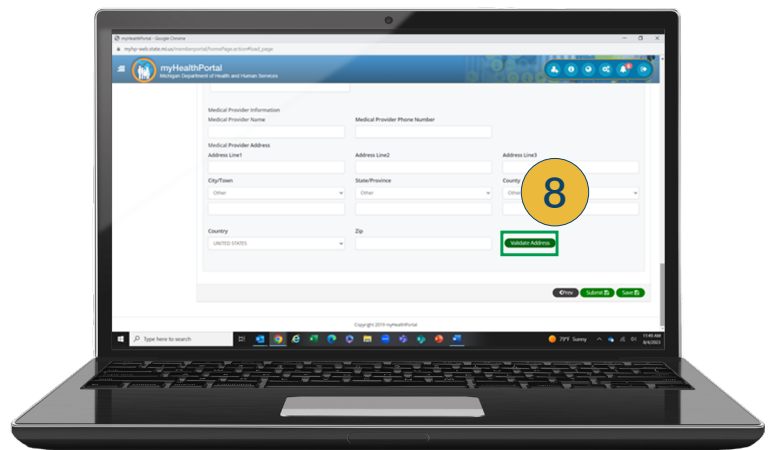
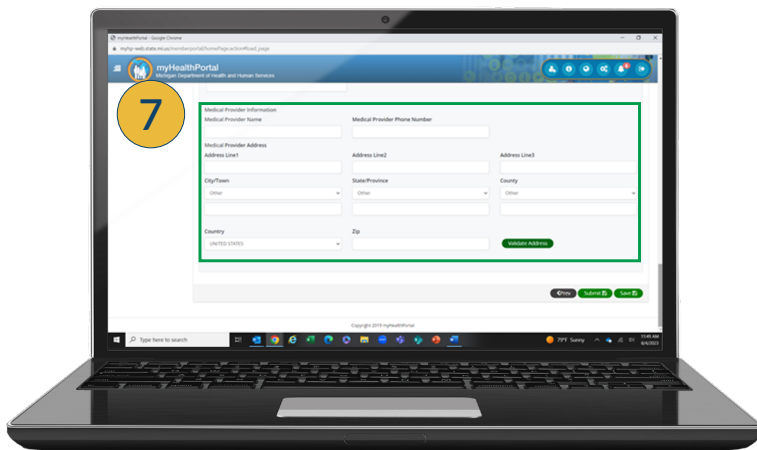
Step 7 (continued)

Enter your **appointment time**, the **return date and time** you would like to be picked up and the **approximate number of miles for the trip**. Mileage information can be found using tools like google maps.



Step 8

Click **validate address** to verify your providers' location.

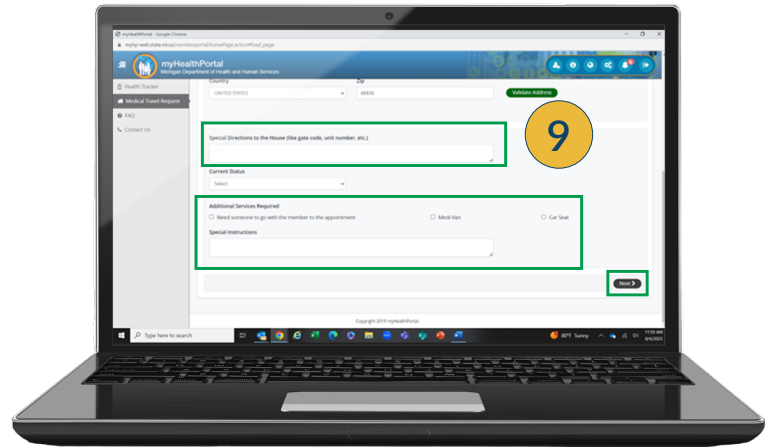


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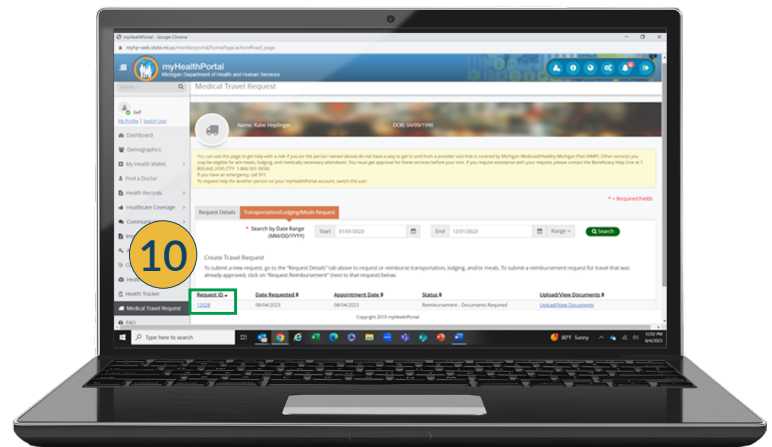
Step 9

Fill in **additional information required** including special instructions for the driver, if special equipment is needed for transportation and any other instructions necessary. Click **Submit** when completed.



Step 10

Your request has been submitted. You will be returned to the **Medical Travel Request** landing page. You should see a **request ID number**. You can click on **this number** to view all the information you have submitted.



This feature is also available on the myHealthPortal at <https://myhbclid.state.mi.us>. If you have general questions, email Beneficiary Support at beneficiarysupport@michigan.gov or call the Beneficiary Help Line at 800-642-3195, TTY: 866-501-5656. For information about the app or more help with features, visit <https://michiganhealthit.org/myhealthbutton/> or contact us at myHealthButton@michigan.gov. Download the myHealthButton app from Google Play or the Apple App Store.