



Transportation Resources in Missouri

Qsource ESRD Network 12 understands that transportation is a critical part of patient care. We continue to monitor and gather resources related to transportation of dialysis patients to and from their scheduled appointments during the Coronavirus Pandemic.

If you are having issues with transportation for patients in your area related to COVID-19, please contact Network staff at **816-880-9990** or by email NW12-Emergency@qsource.org.

Where do I find my local public transit information?

American Public Transportation Association provides statewide information on transit agencies, rail by county and city with links.

Missouri Transit Links | www.apta.com/research-technical-resources/public-transportation-links/missouri/

What transportation services in Missouri might transport dialysis patients to treatment?

OATS Transit serves 87 counties in Missouri and offers a variety of services. The list includes transportation service providers in all areas of the state, and may include coronavirus specific details.

OATS Transit | www.oatstransit.org

How do I tell my patients to be safe during transport?

Share the [Patient Safety Tips for Dialysis Transportation](#) resource from the End-Stage Renal Disease National Coordinating Center (ESRD NCC) with your patients.

What about ambulance services for transporting patients?

Some transportation companies have suspended transportation for COVID positive patients. As a result, transport by ambulance may be required, if covered by the patients health plan. The resources below share information on CMS coverage related to COVID-19 and additional flexibilities put in place for patient wellbeing.

- CMS Coverage and Payment Related to COVID-19 Medicare <https://go.cms.gov/2XjoB6z>
- Ambulances: CMS Flexibilities to Fight COVID-19 <https://go.cms.gov/2WPnbBR>
- List of Missouri Ground Ambulance Providers by City <https://bit.ly/2TvCwWe>

Questions about transportation in Missouri or this resource?

Reach out to Qsource ESRD Network 12 for more information or visit our COVID-19 website at www.qsource.org/coronavirus/esrd-networks. This website features up-to-date information and community resources.

Transportation Services in Missouri

This resource contains various service providers in the state of Missouri. Updates were made as of 4/30/20 and reflect the latest information including COVID-19 specific response where available.

Name of Service	Who Can Access	Contact Information	Where Available	COVID-19 Specific Response
American Public Transportation Association: Missouri Transit Links	Everyone	Website: www.apta.com/research-technical-resources/public-transportation-links/missouri/	Provides statewide information on transit agencies, rail by county and city with links.	www.apta.com/public-transit-response-to-coronavirus/
Area Agencies on Aging (AAAs)	People age 60+ with priority given to those with greatest economic and social need	Agency Phone Numbers: <ul style="list-style-type: none"> • Northwest MO AAA: 888-844-5626 • Northeast MO AAA: 800-664-6338 • Mid-American Reg. Council (KCMO): 800-593-7948 • Care Connection for Aging (Warrensburg): 800-748-7826 • Central MO AAA: 800-369-5211 • Aging Ahead (St. Louis): 800-243-6060 • Southwest Office on Aging: 800-497-0822 • Southeast MO AAA dba Aging Matters: 800-392-8771 • St. Louis AAA: 314-612-5918 • Region X AAA (Joplin): 417-781-7562 	Statewide. Please contact the AAA in your area.	
Serve, Inc.	People age 60+ with priority given to those with greatest economic and social need	Phone: 573-826-3939 Website: serveinc.net/programs/transportation	Transports in and around Callaway County.	Company utilizes only one bus specifically for dialysis patients and follows sanitary guidelines for COVID-19 disinfection.
Disabled American Vets	Injured and ill veterans	Website: www.dav.org/veterans/i-need-a-ride/ Contact your nearest VA Medical Center; information is accessible from this site.	Provides free transportation to VA medical facilities	

Name of Service	Who Can Access	Contact Information	Where Available	COVID-19 Specific Response
Dunklin County Transit Service	Everyone in the covered area	Phone: 573-276-5806 Website: www.dctsmalden.com	Dunklin County	Not currently operating during COVID-19
Eagle’s Wings Medical Transportation	Persons living in the service area	Phone: 816-262-5856 Medicaid appointments must be scheduled through LogistiCare at 866-269-5927	St. Joseph area	
Handi Wheels of Jefferson City	Disabled individuals under the Americans with Disabilities Act (ADA)	Phone: 573-634-6477 TDD Users: 800-735-2966 Website: www.jeffersoncitymo.gov/government/transit/handi-wheels.php	This is a paratransit service of JEFFTRAN passenger service with services within the city limits of Jefferson City	Still operating during COVID-19
MO Rides	Persons with transportation challenges	Phone: 636-359-4656 Website: www.morides.org	Statewide-MO Rides is a free service that works with you to find a provider that’s right for you.	
Non-Emergency Medical Transportation (NEMT)	Most MO HealthNet and MO HealthNet managed care clients	Phone: 866-269-5927 Website: dss.mo.gov/mhd/participants/pages/medtrans.htm	This service is provided through MO HealthNet with services statewide.	
OATS, Inc.	Prioritized for seniors and persons with disabilities but also available to the general public to the extent schedules meet their needs	Regional Phone Numbers: <ul style="list-style-type: none"> • Northwest Region: 800-831-9219 • Northeast Region: 800-654-6287 • West Region: 800-480-6287 • Midwest Region: 800-276-6287 • Mid-MO Region: 800-269-6287 • East Region: 800-201-6287 • Mid-East Region: 800-373-1631 • Southwest Region: 800-770-6287 Website: www.oatstransit.org	87 of Missouri’s 114 counties, with the exception of the southeast corner of the state. Please call the regional office nearest you for assistance.	OATS Transit is encouraging its riders to wear face coverings to prevent the spread of the coronavirus. This recommendation is in effect through May 31, 2020.
Regional Planning Organizations (RPO)	Regional Planning Organizations are consortiums of local governments addressing transportation issues	Website: www.modot.org/regional-planning-commissions	There are 19 RPOs statewide. Please contact the office nearest you to address transportation issues.	

Name of Service	Who Can Access	Contact Information	Where Available	COVID-19 Specific Response
Ride KC Freedom	Persons with disabilities, older adults and/or low-income persons	Phone: 816-842-9070, press option 5 Website: ridekc.org/mobility-services	Johnson and Wyandotte Counties, Kansas City, Mo., Independence, Mo., and some of the surrounding metropolitan areas	Will provide essential trips only, in conjunction with the regional Stay-At-Home order issued by local governments, effective, Tuesday, March 24. Will provide trips to work and medical appointments, and trips to grocery stores, pharmacies and food banks.
Services for Independent Living (SIL)	Eligible riders must have a disability, and/or be 55 years of age or older, and/or be a veteran	Address: 1401 Hathman Place Columbia, MO 65201 Phone: 573-874-1646 Website: www.silcolumbia.org/transportation/	Audrain, Boone, Callaway, Cooper, Howard, Montgomery and Randolph Counties	
Southeast Missouri Transportation Service, Inc. (SMTS)	Everyone in the covered Southeast Missouri counties	Phone: 800-273-0646 Website: ridesmts.org	Bollinger, Butler, Carter, Crawford, Dent, Howell, Iron, Madison, New Madrid, Oregon, Pemiscot, Perry, Phelps, Reynolds, Shannon Ste. Genevieve, St. Francois, Texas, Washington and Wayne Counties	
Springfield City Utilities Transit	Certified riders unable to use the regular fixed-route bus due to a disability or health condition	Phone: 417-831-8782 Website: www.cutransit.net	City of Springfield	Modified schedule and routs until further notice

Name of Service	Who Can Access	Contact Information	Where Available	COVID-19 Specific Response
Statewide Independent Living Council (SILC)	Persons with disabilities across the lifespan	Website: mosilc.org	Statewide	
Texas County Memorial Hospital Medivan	Persons unable to transport themselves because of income, age, disability or inability to drive	Phone: 417-967-3311 Website: www.tcmh.org/services/medivan/	Texas County and some outlying areas	
United Way 2-1-1	Links individuals directly to needed resources	Phone: 211 Website: www.unitedway.org/our-impact/featured-programs/2-1-1#	Nationwide	
Veterans Transportation Service (VTS)	Veterans who are eligible for VA health care benefits and have a VA-authorized appointment based on availability and guidelines in place at the local facility; veterans must be referred by their Provider	Website: www.va.gov/HEALTHBENEFITS/vtp/veterans_transportation_service.asp	Statewide	
zTrip	Transportation for medical appointments in Kansas City, MO metro area	Phone: 816-512-8037		Dialysis patients/ presumptive positive or know positive patients transportation

For more information or to file a grievance, please contact:

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 Toll Free Patient Line (800) 444-9965
ESRDNetwork12@qsource.org



Qsource.org | ESRDNetwork12.org

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