



1606 Bethany Road Sycamore, IL 60178 P- 815-758-3932 F- 815-758-0202

Voluntary Action Center is implementing a process for Illinois Medicaid reimbursement. If you are a Medicaid eligible client and are using VAC to transport you to/from a medical appointment, please follow the instructions below.

You (Client) or the person assisting you will need to:

1. Call VAC at 815-758-3932 to schedule your trip to your medical appointment.
2. Call First Transit at 1-877-725-0569 to have trip approved. First Transit is the administrator of Medicaid's transportation pre-authorization department. First Transit will ask for the following information:
 - Client's name
 - First Transit may need Client's approval to speak with the person assisting with the call
 - Client's pick-up address and phone number
 - Client's Medicaid ID# (9-digit recipient identification number)
 - The general reason for medical visit
 - The name of the office/clinic /hospital where Client is going
 - The name of the doctor Client will be seeing
 - The address and phone number where Client is going
 - The appointment date and time
 - If there are medical or non-medical reasons why the Client cannot use public or other transportation
 - If Client uses a walker, wheelchair, or cane
 - If Client can travel by themselves
 - **** First Transit will give you a reference number ****
3. Call VAC at 815-758-3932 prior to scheduled pick-up and provide the pre-authorization reference number.

We thank you for choosing Voluntary Action Center for your transportation needs.