

Guide to making reservations for medical appointments



To ensure timely and effective scheduling for medical travel, please review the process for booking one-time medical appointments under the Excursion or Preferred programs.

BOOKING TIMELINE

- Customers should notify the Reservation Department as soon as they are aware of their appointment date, even if it is months in advance.
- Do not wait until the last minute. The more notice we have, the better we can assist in securing appropriate travel.

ELIGIBILITY

- The customer must be an active participant in either the Excursion or Preferred programs.
- The name on the documentation must match the name on the account.
- Exception: Underage children may use a parent or guardian's account.
- If the desired travel date is unavailable to book through the standard reservation system, the customer must contact the Reservation Supervisors immediately.

REQUEST REQUIREMENTS

- When reaching out to the Reservation Supervisors, the customer must provide:
 - Date and time of appointment
 - Customer account number (formerly known as profile number)
 - Name of the medical facility or doctor's office that will be providing the appointment verification

APPOINTMENT VERIFICATION

- Verification of the medical appointment must be submitted by either the customer or the medical office.
- Acceptable documentation must include the following:
 - Patient's full name
 - Medical provider or facility name
 - Date of appointment
 - Time of appointment
- Handwritten notes or homemade documents will not be accepted. All documentation must be legitimate, professional, and unaltered.

RESERVATION PROCESS

- Upon receipt and verification of all required documentation, reservation supervisors will:
 - Confirm the customer's eligibility
 - Book a reservation that ensures arrival in time for the appointment
 - Note: If a sailing with available space meets your appointment schedule, that option must be utilized. Overbooking vessels to honor preferred times is not permitted.

PAYMENT AND CONFIRMATION

- Once the reservation is booked, the customer will receive an email confirmation with reservation details.
- Payment is required upon receipt of the booking confirmation.

POLICY COMPLIANCE

- All standard reservation policies and procedures apply to medical reservations.
- Failure to follow the above guidelines may result in inability to accommodate the request.

Questions?

Email supervisors@steamshipauthority.com | Call (508) 477-8600, 7:30 a.m.-4 p.m. daily

Guidelines for applying to the Reduced Medical Rate Program

The Steamship Authority

ELIGIBILITY REQUIREMENTS

- Only island residents **actively enrolled** in the **Excursion Program** are eligible.
- The name of the person applying must be on the account.
 - **Exception:** Underage children may use a parent or guardian's account.
- **Preferred Program** members do **not** qualify.

HOW TO QUALIFY

Applicants must provide **medical documentation** confirming at least **five (5) off-island appointments** for the **same medical condition** within the next **12 months**.

Choose **one** of the following documentation types:

- **Appointment Printout:** A printed schedule from your off-island doctor or medical facility listing at least five (5) upcoming appointments for the same condition.
- **Provider Letter:** A signed, dated letter on official letterhead from your off-island doctor or medical facility stating that you will be seen at least five (5) times over the next 12 months for the same condition.

If the patient sees multiple doctors or facilities for the same medical condition, the **primary care doctor** must provide a letter listing each facility or doctor involved in the patient's treatment.

Documentation must include:

- Patient's name
- Name and location of the off-island medical provider
- **Handwritten notes or homemade documents will not be accepted.** All documentation must be legitimate, professional, and unaltered.

PROGRAM TERMS

- Once approved, the reduced rate is valid until your last listed appointment, up to a maximum of **one year** from the date of approval.
- Renewals require a new application and updated documentation each year—**no exceptions**.
- Medical rate reservations **must be made in advance** through the **Mashpee Reservation Office**. They cannot be booked online or at terminals.

TO APPLY

- Submit a **completed Reduced Medical Rate Application** along with all required documentation.
- **Incomplete applications will be delayed or denied.**

Questions?

Email supervisors@steamshipauthority.com

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