

Fact Sheet

NC Medicaid

Non-Emergency Medical Transportation (NEMT) Case Scenarios

County Playbook: NC Medicaid Managed Care

Non-Emergency Medical Transportation (NEMT) Case Scenarios

The following Non-Emergency Medical Transportation (NEMT) case scenarios are designed to demonstrate how the NEMT process will work under NC Medicaid Managed Care. If you have any additional questions related to NEMT, please contact ModivCare or One Call directly.

- **NC Medicaid Managed Care members** receive NEMT services from their health plan.
- **NC Medicaid Direct and EBCI Tribal Option members** receive NEMT services from their [county Department of Social Services](#) (DSS).

NEMT CASE SCENARIO	ACTION
1. NC Medicaid Managed Care member requires transportation assistance to a medical appointment.	The member contacts their health plan for transportation scheduling.
2. Two children enrolled in Medicaid, one enrolled with a health plan and one enrolled in NC Medicaid Direct/EBCI Tribal Option, require transportation assistance to a medical appointment on the same day at different locations. The same parent needs to accompany both children.	<p>The parent contacts both the county DSS and the health plan for transportation scheduling and identifies all accompanying individuals.</p> <p>The county DSS provides transportation for both children and the adult to the NC Medicaid Direct/EBCI Tribal Option beneficiary's appointment. The transportation provider provides transportation for both children and the adult to the health plan member's appointment.</p>
3. Two children enrolled in Medicaid, one enrolled with a health plan and one enrolled in NC Medicaid Direct/EBCI Tribal Option, require transportation assistance to a medical appointment on the same day at the same location. The same parent needs to accompany both children.	<p>The parent contacts the child's health plan for transportation scheduling and identifies all accompanying individuals.</p> <p>The transportation provider transports both children to their appointments.</p>
4. NC Medicaid Managed Care member, currently in a nursing facility, requires transportation assistance to medical appointment.	The facility is responsible for transportation for their patients.
5. Two NC Medicaid Managed Care members, parent in Health Plan A and dependent child in Health Plan B, require transportation assistance to a medical appointment on the same day at different locations.	The parent contacts each health plan for transportation scheduling and identifies all accompanying individuals.
6. Two NC Medicaid Managed Care members, child 1 in Health Plan A and child 2 in Health Plan B, require transportation assistance to a medical appointment on the same day, same location, and same transportation broker.	The parent contacts Health Plan A for transportation scheduling. At the time of reservation, the parent informs Health Plan A of the second medical appointment for a child with Health Plan B (same transportation broker).

NEMT CASE SCENARIO	ACTION
	The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports both children to their appointments.
7. Two NC Medicaid Managed Care members, child 1 in Health Plan A and child 2 in Health Plan B, require transportation assistance to a medical appointment on the same day, same location, and different transportation brokers.	<p>The parent contacts Health Plan A for transportation scheduling. At the time of reservation, the parent informs Health Plan A of the second medical appointment for a child with Health Plan B (different transportation broker).</p> <p>If the transportation provider is contracted with both transportation brokers, the transportation provider transports both children to their appointments.</p>

Fact Sheets will be updated periodically with new information. Created 5/25/2021.
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.