



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

JOSH STEIN • Governor

DEVDUTTA SANGVAI • Secretary

MELANIE BUSH • Interim Deputy Secretary, NC Medicaid

March 3, 2026

RE: Non-Emergency Medical Transportation - Local Agency Process to Recoup 3% Reimbursement Difference

Dear Directors of Social Services:

On Sept. 29, 2025, NC Medicaid notified local agencies of changes to provider reimbursement rates for Non-Emergency Medical Transportation (NEMT) services effective Oct. 1, 2025.

The change resulted in a 3% reduction in provider reimbursement rates for NEMT services. Local agencies had the option to amend current contract agreements with NEMT providers or to continue the current contract and pay the 3% difference from county funds.

Due to court rulings, North Carolina Department of Health and Human Services reversed this reduction and took steps to restore rate reimbursements based on agreements in place as of Sept. 30, 2025.

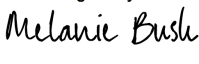
Effective Dec. 17, 2025, NC Tracks completed system updates to reimburse NEMT providers for the 3% rate reduction for claims submitted to NC Tracks on Nov. 23, 2025, through Dec. 16, 2025.

From Oct. 1, 2025, through Dec. 16, 2025, several local agencies chose not to revise contract the agreement and reimburse the NEMT provider the 3% difference from county funds. Local agencies who opted to pay the 3% difference from county funds should take the following actions to recoup those funds:

- For claims **submitted** on Oct. 1, 2025, through Nov. 22, 2025, with dates of services of Oct. 1 through Nov. 22, 2025, please contact Brenda Gooch at brenda.gooch@dhhs.nc.gov for instructions to submit a claim to the Department for reimbursement.
- For claims **submitted** on Nov. 23, 2025, through Dec. 16, 2025, with dates of service Oct. 1, 2025, through Dec. 16, 2025, NC Tracks corrected claims and NEMT providers were reimbursed with the 3% difference. Local agencies must work with the NEMT provider to request reimbursement for the 3% difference.

If you have questions, contact Brenda Gooch, NEMT Senior Manager [at brenda.gooch@dhhs.nc.gov](mailto:brenda.gooch@dhhs.nc.gov).

Sincerely,

DocuSigned by:

B8DC650BFB454DA...
Melanie Bush
Interim Deputy Secretary
NC Medicaid

NC MEDICAID

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH BENEFITS

LOCATION: 65 Moore Drive, Durham, NC 27709

MAILING ADDRESS: 2501 Mail Service Center, Raleigh NC 27699-2501

medicaid.ncdhhs.gov • TEL: 919-813-5340 • FAX: 919-224-1070

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER