



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

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

JAY LUDLAM • Deputy Secretary, NC Medicaid

October 10, 2025

RE: Update – Provider Reimbursement Change

Dear County Department of Social Services Directors:

On September 29, 2025, NC Medicaid notified local agencies of changes to provider reimbursement rates for Non-Emergency Medicaid Transportation (NEMT) services. Effective October 1, 2025, NEMT services are reimbursed at 97% of the previous reimbursement rate, resulting in a 3% rate reduction.

We appreciate the efforts local agencies have made to make the adjustment quickly.

To align with the 3% rate reduction, local agencies may choose to amend current contract agreements with NEMT providers.. Local agencies that choose not to revise the contracted reimbursement rate with a vendor will be responsible for the 3% difference.


The 3% rate reduction is applicable for all trips completed on or after October 1, 2025, and submitted through NC Tracks. The 3% reduction must be applied to the reimbursement amount **prior** to submitting the claim to NC Tracks. NC Tracks is not able to calculate the rate reduction at this time.

The NC Medicaid is working with NC Tracks to develop a process to implement the 3% rate reduction when claims are submitted for 100% provider reimbursement for services provided on or after October 1, 2025. Local agencies will be notified and further instructions provided when this is completed. Local agencies must maintain a record of providers, dates of trips and reimbursement amounts for any claims subject to the 3% rate reduction but submitted to NC Tracks with the full reimbursement rate.

Currently, the 3% rate reduction does not apply to NEMT services directly reimbursed by the local agencies, such as mileage reimbursement, gas vouchers and meals/lodging. Local agencies will continue to reimburse Medicaid beneficiaries per Medicaid policy and submit claims to NC Medicaid using the DHB-2055, Reimbursement for Medical Transportation.

We will continue to provide updates as necessary. If you have any questions, please contact Brenda Gooch, NEMT Senior Manager at brenda.gooch@dhhs.nc.gov.

Sincerely,
DocuSigned by:


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Jay Ludlam

Deputy Secretary, NC Medicaid

NC MEDICAID

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

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