

Fact Sheet

Non-Emergency Medical Transportation (NEMT) Overview: Part 1

County Playbook: NC Medicaid Managed Care

NEMT under NC Medicaid Managed Care

NC Medicaid is required to provide transportation to medical appointments for all Medicaid beneficiaries who need and request assistance with transportation. NC Health Choice beneficiaries are not eligible for these services.

Standard Plans are required to provide non-emergency medical transportation (NEMT) services for their members. Standard Plans may use transportation brokers to arrange and provide transportation or contract directly with transportation providers.

For beneficiaries in NC Medicaid Direct and the Eastern Band of Cherokee Indians (EBCI) Tribal Option, local Departments of Social Services (DSS) provide NEMT services. Counties should follow current North Carolina NEMT policies, and providers should continue to bill NCTracks for reimbursement.

For all beneficiaries in NC Medicaid Managed Care and NC Medicaid Direct, transportation will be available if the beneficiary receives a Medicaid-covered service provided by a qualified, enrolled Medicaid provider. Medicaid pays for the least expensive means suitable to the beneficiary's needs.

NEMT OVERVIEW

Standard Plans contract with statewide NEMT brokers to arrange and provide NEMT to members. They are required to:

- Provide NEMT to a Medicaid-covered service
- Provide NEMT appropriate for the member to the nearest Medicaid provider
- Provide travel-related expenses including:
 - Lodging
 - Food
 - Parking fees/tolls
 - Transportation vouchers (e.g., taxis, ride-sharing services, public transit)
 - Mileage
- Develop a network of NEMT providers



Standard Plans are also required to:

- Provide training to NEMT providers
- Address any behavioral or medical needs/issues that arise during transportation
- Establish rates for reimbursement
- Have contractual requirements for quality of care, vehicles, drivers, timeliness and no-shows

Members will:

- Be informed that there is no cost for NEMT services
- Be informed of who may accompany them without cost
- Be informed that any member under the age of 18 must have an adult present
- Have the NEMT policy explained including:
 - How to request or cancel a trip
 - Limitations on transportation
 - Advanced notice requirements
 - Expected member conduct and procedures for no-shows
- Be able to arrive at the provider's location in time for the scheduled appointment but no sooner than one hour before the appointment
- Not have to wait more than one hour after the conclusion of the treatment for transportation home
- Not be picked up prior to the completion of treatment
- Be able to request an appeal if the request for transportation assistance is denied

HOW AND WHEN CAN MEMBERS SCHEDULE NEMT?

Standard Plans send materials to their members that include information on how to access NEMT services. They must ensure that:

- Members are not required to make transportation requests more than two days in advance – but this is strongly recommended
- Members are not required to make transportation requests in person
- Urgent transportation services are exempt from any advance notice requirement

Members are encouraged to call their health plan to schedule NEMT services at the time their appointment is scheduled.

NEMT BROKER CONTACT INFORMATION

Health Plan	NEMT Broker	Contact Information
WellCare	One Call	877-598-7602
UnitedHealthcare Community Plan	ModivCare	800-349-1855
Healthy Blue	ModivCare	855-397-3602
AmeriHealth Caritas	ModivCare	833-498-2262
Carolina Complete Health	ModivCare	855-397-3601

Fact Sheets will be updated periodically with new information. Created Feb. 16, 2022.
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.