

# 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 NEMT works under NC Medicaid Managed Care.

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

NEMT CASE SCENARIO	ACTION
1. Standard Plan 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 Standard 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.	The parent contacts both the county DSS and the health plan for transportation scheduling and identifies all accompanying individuals.  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.
3. Two children enrolled in Medicaid, one enrolled with a Standard 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.	The parent contacts the child's health plan for transportation scheduling and identifies all accompanying individuals.  The transportation provider transports both children to their appointments.
4. A Standard Plan member, currently in a nursing facility, requires transportation assistance to medical appointment.	The facility is responsible for transportation for their patients.
5. Two Standard Plan members, parent in Healthy Blue and dependent child in WellCare, require transportation assistance to a medical appointment on the same day at different locations.	The parent contacts both Healthy Blue and WellCare for transportation scheduling and identifies all accompanying individuals.
6. Two Standard Plan members, child 1 in Carolina Complete Health and child 2 in AmeriHealth Caritas, require transportation assistance to a medical appointment on the same day, same location, and <b>same</b> transportation broker.	The parent contacts Carolina Complete Health for transportation scheduling. At the time of reservation, the parent informs Carolina Complete Health of the second medical appointment for a child with AmeriHealth Caritas (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 Standard Plan members, child 1 in WellCare and child 2 in UnitedHealthcare Community Plan, require transportation assistance to a medical appointment on the same day, same location, and <b>different</b> transportation brokers.	<p>The parent contacts WellCare for transportation scheduling. At the time of reservation, the parent informs WellCare of the second medical appointment for a child with UnitedHealthcare Community Plan (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 April 14, 2022.  
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.