

Questions and Answers NEMT

NC Medicaid

County Playbook: NC Medicaid Managed Care

NC Medicaid is committed to helping DSS staff understand the changes to NEMT as NCDHHS transitions to NC Medicaid Managed Care. Here are answers to questions you may have.

Will DSS offices be responsible for NEMT after Managed Care Launch?

Yes, for beneficiaries in NC Medicaid Direct and the Eastern Band of Cherokee Indians (EBCI) Tribal Option, DSS offices will continue to provide NEMT. DSS offices will **not** be responsible for NEMT for Prepaid Health Plan (PHP) members.

Who should health plan members call to request transportation?

Members should call their health plan or the health plan's NEMT broker directly to request transportation. Health plan and NEMT broker contact information can be found within the **NEMT Part 1 and Part 2 Fact Sheets**. Members should make transportation requests up to 2 days in advance of their appointment.

Who should a member call to change or update a transportation request?

Members should call the NEMT broker directly to change or update a transportation request. Additionally, members should call the NEMT broker to check the status of their ride.

When can health plan members begin requesting transportation?

Members can begin requesting transportation on June 1, 2021 for appointments on or after July 1, 2021.

Will health plans provide gas vouchers for members?

Yes, health plans will provide gas reimbursement to members for services that have associated claims and encounters. Members should contact the health plan or NEMT broker directly when gas reimbursement is applicable.

Are the health plan's NEMT brokers still contracting with NEMT providers?

Yes, the NEMT brokers continue to make good faith efforts to contract with both private and public providers statewide. The Department monitors the contracting efforts of each broker and will continue to monitor the status after the launch of Managed Care.



How is the county notified when a member changes health plans or NEMT brokers?

Health plan information can be found within NC FAST > Person page > PHP-PCP/AMH tab. NEMT broker information is not available in NC FAST. When a member changes health plans, they will receive a Welcome Packet from their health plan that includes how to request transportation.