

Non-Emergency Medical Transportation (NEMT) AND Medicaid ID Card Quick Reference

Managed Care Status	Health Care Option	Who do I call for NEMT?	Who do I call for a new Medicaid ID Card?
Dual eligible	NC Medicaid Direct	Your Local DSS	Your Local DSS
Dual eligible Tailored Plan (TBI, Innovations)	Tailored Plan	Your Tailored Plan	Your Tailored Plan
Standard Plan (Full Medicaid)	Standard Plan	Your Standard Plan	Your Standard Plan
Tailored Plan (Full Medicaid)	Tailored Plan	Your Tailored Plan	Your Tailored Plan
Temporarily Excluded (Tailored Plan, Dual, Facility)	NC Medicaid Direct	Your Local DSS	Your Local DSS
EBCI Tribal and IHS eligible	EBCI Tribal Option or NC Medicaid Direct	Your Local DSS	Your Local DSS
EBCI Tribal and IHS eligible (Standard Plan or Tailored Plan)*	Standard Plan or Tailored Plan	Standard Plan or Tailored Plan	Standard Plan or Tailored Plan
CAP/C and CAP/DA	NC Medicaid Direct	Your Local DSS	Your Local DSS
Foster Care/Adoption**	NC Medicaid Direct	Your Local DSS	Your Local DSS
Formerly Incarcerated (FI)	NC Medicaid Direct or EBCI Tribal Option	Your Local DSS	Your Local DSS
TIP: If the Benefit History tab is BLANK in NC FAST, the beneficiary is in NC Medicaid Direct			

*If the EBCI Tribal or IHS-eligible beneficiary has chosen the **Tailored Plan or Standard Plan** for their health care enrollment, that health plan **is responsible for NEMT services**.

**While a Foster Care/Adoption beneficiary is Tailored Plan eligible, currently they are enrolled in NC Medicaid Direct and the local County DSS is responsible for NEMT services until the Children and Families Specialty Plan Medicaid program begins.

NEMT Contact Numbers: Standard Plan

- AmeriHealth Caritas: 1-833-498-2262
- Carolina Complete Health: 1-855-397-3601
- Healthy Blue: 1-855-397-3602
- UnitedHealthcare Community Plan: 1-800-349-1855
- WellCare: 1-877-598-7602

NEMT Contact Numbers: Tailored Plan

- Alliance Health: 1-855-759-9600
- Partners Health Management: 1-855-397-3611
- Trillium Health Resources: 1-877-685-2415
- Vaya Health: 1-888-621-2084

NEMT Contact Numbers: EBCI Tribal Option and NC Medicaid Direct

- EBCI Tribal Option and NC Medicaid Direct beneficiaries should contact their local DSS: ncdhhs.gov/localdss