

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 DSS	Your 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)*	Tailored Plan or Standard Plan	Tailored Plan or Standard Plan	Tailored Plan or Standard 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
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, the **Tailored Plan or Standard 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 Children and Family Specialty Plan Medicaid program begins.*