

NC Medicaid Managed Care County Playbook

NC Medicaid

Fact Sheet Quick Reference Guide

Non-Emergency Medical Transportation and Medicaid ID Cards

Beneficiaries and their Authorized Representatives may call their health plan or their local Department of Social Services (DSS) to schedule a ride with Non-Emergency Transportation (NEMT) or request a new Medicaid ID card.

If the Benefit History tab is blank in NC FAST, the beneficiary is in NC Medicaid Direct.

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	Local DSS	Local DSS
Dual eligible Tailored Plan (TBI, Innovations)	Tailored Plan	Tailored Plan	Tailored Plan
Standard Plan (Full Medicaid)	Standard Plan	Standard Plan	Standard Plan
Tailored Plan (Full Medicaid)	Tailored Plan	Tailored Plan	Tailored Plan
Temporarily Excluded (Tailored Plan, Dual, Facility)	NC Medicaid Direct	Local DSS	Local DSS
EBCI Tribal and IHS eligible	EBCI Tribal Option or NC Medicaid Direct	Local DSS	Local DSS
EBCI Tribal and IHS eligible (Standard Plan, Tailored Plan, or CFSP)*	Standard Plan, Tailored Plan, or CFSP	Standard Plan, Tailored Plan, or CFSP	Standard Plan, Tailored Plan or Children and Families Specialty Plan (CFSP)
CAP/C and CAP/DA	NC Medicaid Direct	Local DSS	Local DSS

Managed Care Status	Health Care Option	Who do I call for NEMT?	Who do I call for a new Medicaid ID card?
Foster Care/Adoption	CFSP	CFSP	CFSP
Formerly Incarcerated	NC Medicaid Direct or EBCI Tribal Option	Your Local DSS	Local DSS

*If the EBCI Tribal or IHS-eligible beneficiary chose a Standard Plan, Tailored Plan or the Children and Families Specialty Plan for their health care enrollment, that health plan is responsible for their NEMT services.

STANDARD PLAN NEMT CONTACT NUMBERS

- AmeriHealth Caritas 1-833-498-2262
- Carolina Complete Health 1-855-397-3601
- Healthy Blue 1-855-397-3602
- United Healthcare Community Plan 1-800-349-1855

TAILORED PLAN NEMT CONTACT NUMBERS

- 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

EBCI TRIBAL OPTION AND NC MEDICAID DIRECT NEMT CONTACT NUMBERS

EBCI Tribal Option and NC Medicaid Direct beneficiaries should contact their local DSS.

