



# Non-Emergency Medical Transportation (NEMT)

## What is Non-Emergency Medical Transportation (NEMT)

NEMT covers medically-necessary services, such as doctor appointments, pharmacy, dialysis and counseling appointments. NEMT can include personal vehicles, taxis, vans, mini-buses, mountain area transport and public transportation. Accessible rides are available. Anyone under age 18 must travel with an adult. The caregiver can ride at no cost.



## Standard Plan, Tailored Plan and Children and Families Specialty Plan Members

Schedule rides to medical and mental health appointments by calling your health plan. Your health plan phone number can be found on the back of your NC Medicaid ID card or at [ncmedicaidplans.gov/viewhealthplans](http://ncmedicaidplans.gov/viewhealthplans). You should ask for a ride at least two days before your appointment. NEMT also offers rides for urgent pickups, like leaving the hospital or going to the pharmacy. Advance notice is not required for urgent pickups.

If you need to change or cancel your transportation appointment, call your health plan as soon as possible. If the transportation does not arrive at the scheduled time, contact your health plan to check the location of the driver or to schedule a new ride. If you have changed health plans, you will need to reschedule the appointment with your new plan.

## Complaints

If you have a problem with your ride or driver, contact your health plan to file a complaint. You can also contact the NC Medicaid Ombudsman for help by going to [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org) or call **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

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**You can get free auxiliary aids and services, including information in other languages or formats such as large print or audio. Call us toll free at 1-833-870-5500.**

ATTENTION: For free interpreter services, call **1-833-870-5500** (TTY: 711 or RelayNC.com).

Español (Spanish)  
ATENCIÓN: Para servicios gratuitos de un intérprete, llame al **1-833-870-5500** (número de TTY: 711 o RelayNC.com).

繁體中文 (Chinese)  
注意：如需免費的口譯員服務，請撥打 **1-833-870-5500** (TTY: 711 或 RelayNC.com)

NC Medicaid complies with applicable federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex.

## **NC Medicaid Direct and Eastern Band of Cherokee Indians (EBCI) Tribal Option Members**

Schedule rides to medical and mental health appointments by calling your local Department of Social Services (DSS). A directory can be found at [ncdhhs.gov/localDSS](http://ncdhhs.gov/localDSS). You should ask for a ride at least three days before your appointment. NEMT also offers rides for urgent pickups, like leaving the hospital or going to the pharmacy. Advance notice is not required for urgent pickups.

If you need to change or cancel your transportation appointment, call your local DSS as soon as possible. If the transportation does not arrive at the scheduled time, contact your local DSS to check the location of the driver or to schedule a new ride. If you had appointments scheduled with a health plan, and changed to NC Medicaid Direct or EBCI Tribal Option, you will need to reschedule your appointments with your local DSS.

### **Complaints**

If you have a problem with your ride or driver, contact your local DSS to file a complaint. You can also contact the NC Medicaid Ombudsman for help by going to [ncmedicaidombudsman.org](http://ncmedicaidombudsman.org) or call **1-877-201-3750**, 8 a.m. to 5 p.m., Monday through Friday. The call is toll free.

### **Questions**

For more information about NEMT, visit [medicaid.ncdhhs.gov/nemt](http://medicaid.ncdhhs.gov/nemt). You can also go to [ncmedicaidplans.gov](http://ncmedicaidplans.gov) or call us toll free at **1-833-870-5500** (TTY: 711 or RelayNC.com). We can speak with you in other languages.