

Questions you may have about Medicaid's Non-Emergency Transportation (NET) Program

What is the Medicaid Non-Emergency Transportation (NET) program?

Medicaid's NET program is set up to help pay for rides to and from a doctor's office, clinic or other place for medical care that can be planned ahead of time. This ride can be in your own personal car, a car of a friend, neighbor or family member, or on a bus or van. You can also get a ride on a city bus or from a group in your town or area.

Who can get a ride?

In order for Medicaid to pay for a ride, the person who is going to the doctor or clinic must be covered by Medicaid for the visit they are going to make and should be approved for the ride *ahead of time*.

How does the program work?

In order for Medicaid to pay for a ride, you (or someone who is helping you) will need to call Medicaid's toll-free number at 1-800-362-1504 *at least five days before the ride is needed*. When you call, the operator will ask you for some information to make sure you are covered by Medicaid and also about your need for a ride. This information will be used to decide if Medicaid can pay for your ride. The NET hotline will be open 8:00 a.m. to 4:00 p.m., Monday through Friday, except on major state holidays.

What do I do?

You must first try to get a ride on your own. If you are approved for a ride, you will be told about people or groups in your areas who can help you get a ride for little or no cost.

If the people or groups in your community who usually give you a ride cannot give you a ride, then call the toll-free hotline to speak to an operator. The operator will try to help you. In some cases, a special Medicaid worker may work with you if you have to go for a lot of medical care or treatment (like kidney dialysis or cancer treatments).

What if I have an emergency?

If you have an emergency, you will need to call 911 (or the emergency number in your town) to reach an ambulance or paramedics who can help you. Medicaid covers ambulance rides when there is an emergency, such as when someone stops breathing or if they have been badly hurt.



What do I do if I have a medical problem that can't wait?

A medical problem that must be treated right away, but does not cause your life to be in danger is called an "urgent" medical problem. A broken arm, a bad cut or mild chest pains are examples of "urgent" problems. If you have to pay someone to take you to the emergency room or doctor's office after hours because of an "urgent" problem, you need to call Medicaid's toll-free hotline *the next working day* after the visit to apply for payment. Payment will be made only if the visit was for an "urgent" medical problem. NET will not pay for rides to emergency rooms for problems that can wait until the doctor's office or clinic is open.



How much will Medicaid pay for a ride?

Medicaid will pay what is reasonable and necessary to make sure you get the medical care you need. This amount may depend on your situation at the time. If you have questions about this, ask your operator when you call the toll-free number.

What do I do if I have to pay for a ride to see the doctor on the weekend?

Call the toll-free number *the next working day* after the ride. Tell the operator where you went for care and why you need help in paying for your ride. Depending on what happened, you may be able to get payment for a ride you had to pay for.

Will Medicaid pay for someone to go with me?

Medicaid will pay for an escort for a child or for an adult whose doctor states that the adult is unable to go alone because of a physical or mental disability.

How many rides will Medicaid pay for?

Medicaid will pay for rides only to a doctor or clinic for medical care or treatment that is covered by Medicaid. For example, once you use up all of your doctor visits for the year, Medicaid will not pay for rides to any doctor visits.

How will Medicaid pay for my ride?

If your ride is approved, Medicaid will send you a reimbursement through the Electronic Benefits Transfer (EBT) process. You will receive cash reimbursements loaded to your EBT Card once your request is processed. You can use it like other EBT Cards to make purchases or get cash back to pay for your ride.