Who can provide NEMT rides?​

Learning Objective:​ Identify NEMT ​Subcontract Providers​

Brokers plan the rides​

In Kentucky, NEMT rides are paid for through state and federal funds distributed to the Brokers.The Brokers schedule all NEMT rides.

NEMT ride providers​​

The Brokers may provide NEMT transportation themselves, or hire an outside provider known as a Subcontractor.​

Contracts required​

The Subcontractor must have a contract with the Broker before any trips are arranged.​ In Kentucky, the Subcontractors that provide transportation have a contract with the Broker – not the state. ​

Driver qualifications​

Kentucky’s administrative regulations outline the minimum qualifications for drivers and ride escorts working with NEMT transportation. ​

Drivers and ride escorts must:​

 Be legally licensed in Kentucky​

 Be courteous, patient, and helpful​

 Be 18 years of age or older​

 Have no more than 2 moving violations in the last 3 years​

 Have no convictions of any sexual crime or crime of violence​

 Have a pre-employment drug test ​

 Have first aid, safety, and passenger assistance training​

Becoming a Subcontract NEMT provider​

The steps to become a subcontract NEMT transportation provider can be found on the Kentucky Transportation Cabinet’s web page:​

https://transportation.ky.gov/TransportationDelivery/Pages/Non-Emergency-Medical-Transportation-Provider.aspx​

Cost-effective scheduling​

Medicaid rules require NEMT services to be delivered in the most efficient and cost-saving method. ​This means the Broker may combine riders into group trips.

Travel time​​

Rides may be planned for the most efficient scheduling in the service area.​ NEMT riders may need to depart from their residence 45 minutes plus direct travel time to the destination.

Freedom of choice​​

NEMT riders are permitted the freedom to choose from the ride providers under contract in their area, as long as it is the least costly service appropriate.​

If a rider does not express a preference, the Broker will select the provider. ​

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Subcontractor concerns​

The most frequent concerns from NEMT riders relate to Subcontractor service. ​

These include late arrivals or no-shows, which can result in individuals missing, arriving late to, or having to reschedule appointments. ​

Building partnerships​

Freedom of Choice allows riders to build trust with a Subcontract NEMT provider in their area and establish personal connections with a driver. ​

Subcontractor restrictions​

NEMT providers are prohibited by Kentucky regulations from soliciting for assignments.​

This means that Subcontractors may not advertise or encourage people to choose their company over others for NEMT service. ​

“Freedom of Choice” requests must come from riders and not be recruited from Subcontract providers. ​

NEMT Subcontractor list​

To obtain a list of the Subcontractors who can provide NEMT, contact the Regional Transportation Broker for that area. ​

Ask for a list of NEMT Subcontractors. ​

Types of transportation​

The NEMT trip must be provided by the type of transportation that is accessible for the client and appropriate for the client’s medical condition and personal capabilities, while also at the lowest cost.​

NEMT transportation may be provided by:

 Taxi​

 Sedan​

 Stretcher vehicle ​

 Public bus tickets​

 Public bus passes​

 Accessible vans ​

 Paratransit​

Public transit passes​

When it meets accessibility needs, riders who have access to a city bus system may be provided with a bus pass to cover NEMT transportation. ​

Private auto providers​

Riders may have a private driver approved as the source of their NEMT transportation. ​

For more information, see the topic “Private Auto Providers.” ​