

Who Can Provide NEMT Rides?

Brokers

In Kentucky, NEMT rides are paid for through state and federal funds distributed to the Brokers. The Brokers schedule all NEMT rides. The Brokers may provide NEMT transportation themselves, or hire an outside provider known as a Subcontractor.

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 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 sexual crime or
crime of violence

Have a pre-
employment drug
test

Have first aid, safety,
and passenger
assistance training

Cost Efficiency

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. [603 KAR 7:080]

Subcontractors

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

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 may not be recruited from Subcontract providers.

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.

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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	Private Auto

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.