

Scheduling NEMT Rides

Emergency Medical Transportation (EMT)

Emergency Medical Transportation (EMT) is available to Medicaid recipients at any time, day or night, for a medical emergency. To receive emergency medical transportation, dial 9-1-1.

Urgent Care Transportation

Urgent Care Transportation is available to Medicaid beneficiaries 24 hours per day, 7 days per week, including any holiday. Urgent Care Transportation is intended for medical issues which must be seen urgently. Regional Transportation Brokers have paging services available after normal scheduling hours for Urgent Care transportation service.

Non-Emergency Medical Transportation (NEMT)

NEMT rides provide non-emergency transportation to get to and from Medicaid related appointments and activities. As a result, NEMT rides are not available outside their scheduled business hours.

If you need a ride, you must talk to the Regional Transportation Broker in your county to schedule a trip. The NEMT rider, a family member, or a direct support provider must call the Broker to schedule a ride.

72-Hour Rule

NEMT rides must be scheduled with the Broker least 72 hours prior to the trip.

NEMT rides may be provided:

Day	NEMT Ride Hours
Monday	6 AM – 8 PM
Tuesday	6 AM – 8 PM
Wednesday	6 AM – 8 PM
Thursday	6 AM – 8 PM
Friday	6 AM – 8 PM
Saturday	8 AM – 1 PM
Sunday	No services

Brokers must operate their call centers:

Day	Calls Accepted
Monday	8 AM – 4:30 PM
Tuesday	8 AM – 4:30 PM
Wednesday	8 AM – 4:30 PM
Thursday	8 AM – 4:30 PM
Friday	8 AM – 4:30 PM
Saturday	8 AM – 1 PM
Sunday	Closed

The Broker call centers will be closed and **no NEMT rides will be provided** on the following holidays:

New Year's Day

Memorial Day

July 4th

Labor Day

Thanksgiving Day

Christmas Day

Scheduling NEMT Rides continues on the next page.

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Hospital Discharges

In-patient discharges from a hospital will be provided during the Broker's normal hours of operation, and do not require a 72-hour notice of scheduling in advance.

Special Circumstances

A Broker may schedule and provide trips for recipients after the normal hours of operation for a special circumstance. The broker may contact the Transportation Cabinet for guidance. The Broker will need to know the following:

Rider's Name	Rider's Medical ID Number	Rider's Pickup & Delivery Address	Date & Time of Appointment
Program ID, if any	Telephone Number	Type of Covered Service	Specific Needs

Confirmation

The broker will confirm the trip has been scheduled and provide the recipient with a reservation confirmation number.

Qualifying an Urgent Care ride

To waive the 72-hour notice requirement for urgent care, verification is needed from one of the following:

Physician	Physician's Assistant	Advanced Practice Registered Nurse	Qualified Mental Health Professional
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Verification may be made verbally over the phone on a call between the doctor and the Broker or written verification transmitted by computer or by fax from the licensed medical provider's office to the Broker.

If your appointment is changed, call the Broker soon as you can. Explain why you are changing your ride time and set up a new pickup time.

An NEMT rider should cancel a trip as soon as possible, but not less than 24 hours in advance. To cancel a ride, call the Broker – not the subcontractor or taxi company. An emergency cancellation with less than 24 hours notice will be reviewed by the Broker or Transportation Cabinet as needed.

NEMT Pickup

An NEMT rider must be ready 15 minutes before scheduled pickup, as traffic may allow the driver to arrive a little early. Being ready ensures that all NEMT riders get to their appointments on time.