

NC MEDICAL TRANSPORTATION ASSISTANCE
NOTICE OF RIGHTS/RESPONSIBILITIES

If I am authorized and receiving Medicaid, and do not have a way to get to the doctor or to other medical services, the County Department of Social Services will help me obtain suitable transportation.

Please review the following important information regarding medical transportation assistance:

- I am **not** eligible for transportation assistance:
 - if I am authorized for Medicare-Aid (M-QB) only
 - while my application is pending (before a decision is made) OR
 - while I am trying to meet a deductible for Medicaid
 - while I am authorized for NC Health Choice
- If transportation is provided, it will be to my primary care physician or the nearest appropriate medical provider, by the least expensive method suitable to my individual needs.
- If approved for Medicaid Transportation, I understand that I must be waiting to be picked up at the designated time and place. If I am not present at the designated time and place to be picked up, that trip may be counted as a “no show.” Three “no shows” for pick up may result in a one month suspension from Medicaid Transportation.
- If I engage in conduct which jeopardizes the safety of other passengers and/or the driver my transportation services may be suspended
- I have the right to a written notice within 10 workdays if my request for a transportation trip is denied, and I have the right to have a local hearing to appeal the decision if I disagree.

FOR NC MEDICAID DIRECT BENEFICIARIES and Tribal Option Members:

- If I am eligible Medicaid beneficiary or have been authorized for presumptive Medicaid and need transportation to my appointments or need help paying for gas, I need to contact my local County Department of Social Services to request transportation assistance before my appointment.
- I should request trip assistance as far in advance of my appointment(s) as possible (at least 3 days in advance for local trips and 5 days in advance for out of town trips is preferred). Failure to provide adequate advance notice of my need for trip assistance may result in my having to reschedule my appointment(s).
- NC Health Choice beneficiaries are not eligible to receive non-emergency medical transportation (NEMT) services.

FOR NC MEDICAID MANAGED CARE MEMBERS:

- If I am an eligible Medicaid beneficiary enrolled in a health plan and need transportation to my appointments or help paying for gas, I need to contact my health plan’s Member Services for transportation assistance. to request transportation assistance before my appointment.
- If approved for transportation assistance, I should request trip assistance as far in advance of my appointment(s) as possible (at least 2 days in advance for local trips and 5 days in advance for out of town trips is preferred). Failure to provide adequate advance notice of my need for trip assistance may result in my having to reschedule my appointment(s).
- NC Health Choice beneficiaries are not eligible to receive non-emergency medical transportation (NEMT) services, **unless** offered by my health plan as a Value-Added benefit. I need to contact my health plan’s Member Services to ask about transportation services.

The North Carolina Department of Health and Human Services does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services.