

**These transportation services are for Medicaid Billable Appointments ONLY.**

Beneficiaries under 18 years of age (unless emancipated) must be accompanied by an attendant or guardian. Beneficiaries are NOT allowed to schedule their own rides with the vendors. The vendors are only allowed to pick up the riders and deliver them to the pre-arranged destination. There will be **No Exceptions**. Drivers are not allowed to wait for beneficiaries at any drop-off location; **Medicaid Transportation does not pay wait time**. The beneficiary or attending physician's office will call the dispatcher when the beneficiary is ready for pickup.

**Vendor Transports (In County)** Appointments must be scheduled **three business days** prior to their appointment and no later than 3:00 pm.

**Vendor Transports (Out-of-County)** Appointments must be scheduled **five business days** prior to their appointment and no later than 3:00 pm. There is additional paperwork required for out-of-county trips. **Contact your caseworker before scheduling appointments.**

**DHB-5118's** The beneficiary is responsible for getting a DHB-5118 – MEDICAID TRANSPORTATION VERIFICATION OF RECEIPT OF MEDICAID COVERED SERVICE form completed and signed by the provider and returned to the vendor.

**Asheville Redefines Transit (ART)** Bus passes will be provided for beneficiaries living on a bus route. To request call your caseworker at Land of Sky TRC. Bus passes may be picked up at Asheville Redefines Transit at 49 Coxe Ave, Asheville, NC 28801.

**No Shows** If the beneficiary contacts the TRC transportation worker for vendor services, the vendor arrives at the beneficiary's residence and for **ANY REASON** the beneficiary does not ride, is not ready, or fails to use the vendor services, the beneficiary is responsible. This will be turned into Land of Sky TRC as a "No Show." If beneficiaries have a "No Show," the TRC transportation worker will send a letter counseling and reminding the beneficiaries of their responsibility to cancel any trips they are not going to take. If beneficiaries have a second "No Show," the TRC transportation worker will send a final notice counseling and reminding the beneficiaries of their responsibility to cancel any trips they are not going to take. If another "No Show" happens, beneficiaries will be suspended from Medicaid Transportation for 30 days. **Critical needs beneficiaries, such as those receiving dialysis or chemotherapy, will not be suspended from critical services.**

**\*IT IS THE BENEFICIARIES RESPONSIBILITY TO CALL THE VENDOR AND CANCEL ALL APPOINTMENTS IF THEY ARE NOT GOING 2 HRS BEFORE THE PICK UP TIME\***

**Use of Personal Vehicle** Beneficiaries will receive mileage and related travel expense reimbursements based on one-half of the Federal Reimbursement rate. At this time, the one-half of the Federal Reimbursement rate is 0.31.25 cents per mile. Beneficiaries are responsible for submitting itemized bills/receipts for all related and allowable expenses. Beneficiaries are responsible for providing verifications of Doctor and Pharmacy visits for each date of service log and DMA-5118's should be submitted on a monthly basis. **(Example: Mileage log, DHB-5118s, and Reimbursement Authorization form for January should be submitted on Feb. 1<sup>st</sup>)**

**After Hour Services** After hours appointments can be scheduled but must be scheduled during office hours (8:00am – 5:00pm). Non-Emergency Medicaid Transportation does not provide transportation to any emergency room or urgent care center. For Emergencies, the beneficiary should call 911.

**CLIENT CONDUCT** While being transported, beneficiaries are expected to use appropriate behavior and language and are subject to the conduct policies of the transportation vendors. Violation of such conduct policies may result in suspension of transportation services in accordance with the vendor's policy.

**Land of Sky TRC observes the following days as holidays and will be CLOSED.**

01/17/2022, 04/15/2022, 05/30/2022, 07/04/2022, 09/05/2022, 11/11/2022, 11/24/2022, 11/25/2022,  
 12/23/2022, 12/26/2022.

**To schedule appointments call 828-552-5486 plus extension by client's last name:**

Last names beginning with A – C	Extension 1	Last names beginning with MF - R	Extension 4
Last names beginning with D - HI	Extension 2	Last names beginning with S – Z	Extension 5
Last names beginning with HJ – ME	Extension 3		

**PLEASE NOTE: THESE GUIDELINES AND CHANGES ARE EFFECTIVE IMMEDIATELY AND REPLACE ANY OTHER INFORMATION YOU MAY HAVE PREVIOUSLY RECEIVED.**