



UPDATED JULY 2024

NEMT | NON-EMERGENCY MEDICAL TRANSPORTATION

HELPS MEDICAID BENEFICIARIES GET TO MEDICAL APPOINTMENTS, TREATMENT, OR PICK UP PRESCRIPTIONS

ALL MEDICAID BENEFICIARIES ARE ELIGIBLE FOR FREE NEMT RIDES UNDER CERTAIN CIRCUMSTANCES

Recent changes to the program mean that more Kentuckians now qualify, if they meet one of the following:

- the person does not own a car registered in their name,
- the person with a working vehicle cannot drive due to a medical condition,
- the person with a working vehicle cannot drive due to conflicts with another household member's use of the vehicle to drive to work, school, or their own healthcare appointment,
- the vehicle is not working safely, OR
- the vehicle has been sold, junked, or is no longer registered to the individual.



WHAT TRIPS ARE COVERED?

- Visits to receive medical, dental, hearing, vision, or mental health care (including dialysis and substance use treatment)
- Visits for lab work and testing
- Visits to receive physical, occupational, or speech therapy (including rehab services)
- Pick up of prescriptions, medical equipment, and glasses or contact lenses
- Adult day healthcare services
- Adult day training
- Supported employment
- Respite care
- Community access or guide provided under a Medicaid 1915(c) Waiver
- Activities related to goals and objectives on a Medicaid 1915(c) Waiver plan of care

TIPS FOR RIDERS:

- Call to schedule Monday through Friday 8am - 4:30pm or Saturday 8am - 1pm. Rides are available Monday through Saturday from 6am to 8pm.
- NEMT must be scheduled with a broker at least 72 hours – or 3 business days – before the trip.
- 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.
- Riders must be ready 15 minutes before scheduled pick up.
- If your appointment changes, call your broker to cancel the ride.

FAQs

I HAVE A VEHICLE BUT CANNOT USE IT. WHAT DO I NEED TO DO TO PROVE IT?

- You need to give your regional broker a note from a clinician, employer, school, mechanic, or transportation authority stating that the vehicle is not operable or that it is not usable for a certain reason. Reasons your car may be unusable typically include that you have a medical condition that makes it unsafe to drive, or that another member of your household is using the vehicle for work, school, or for their own healthcare appointment.
- Remember, if you have no vehicle registered in your name, no note should be required.

DO ALL RIDES NEED TO BE BOOKED 72 HOURS IN ADVANCE?

- No, riders going home after being discharged from the hospital and rides to or from Urgent Care don't need to be booked 72 hours in advance. Occasionally, some rides may be provided outside of business hours.

CAN I GET A RIDE OUTSIDE OF MY COUNTY OR REGION TO RECEIVE MEDICAID APPROVED SERVICES?

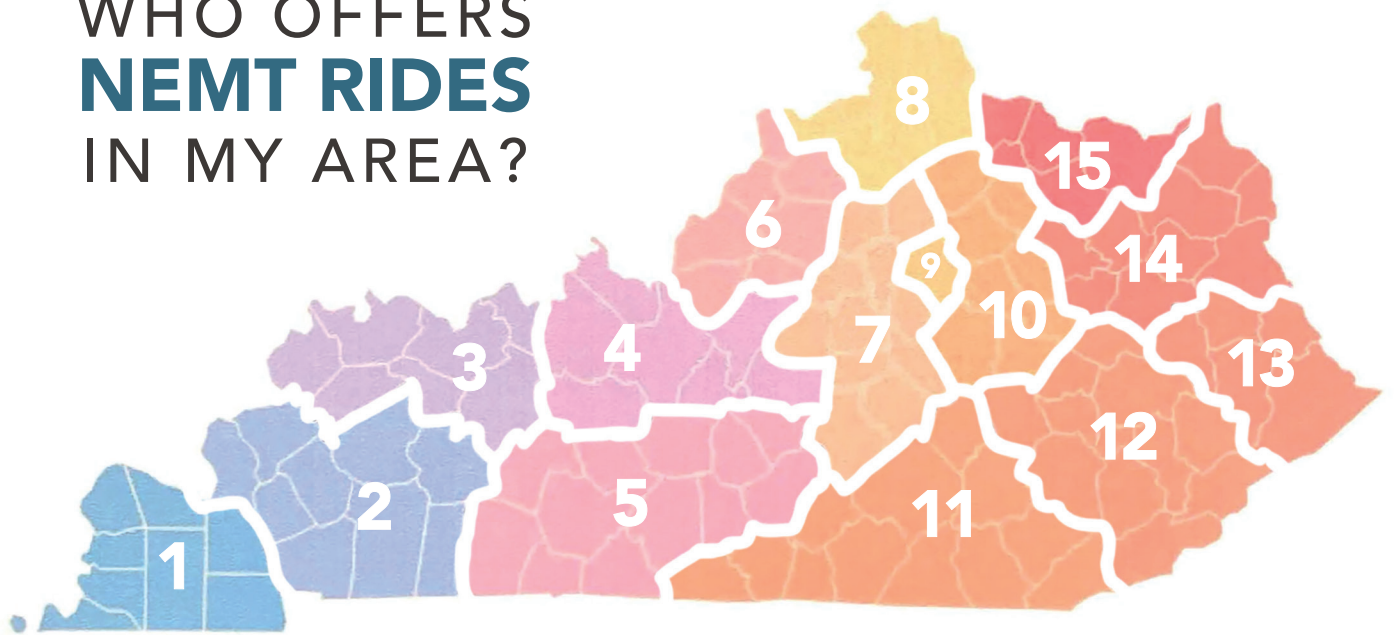
- NEMT rides can be provided within the service area – the Medicaid beneficiary's county and bordering counties.
- For care outside your service area, a transportation referral form must be completed by a provider.

CAN SOMEONE RIDE WITH ME?

- A caregiver can bring their child(ren) under 13 years of age with them.
- Anyone over the age of 13 who needs a caregiver for medical assistance or a constant caregiver to ensure their safety or the safety of others can have an escort.



WHO OFFERS NEMT RIDES IN MY AREA?



1 AUDUBON AREA COMMUNITY SERVICE, INC (GRITS)
1-800-816-3511 / 270-686-1651

2 PENNYRILE ALLIED COMMUNITY SERVICES (PACS)
1-800-467-4601 / 270-886-6641

3 **4** AUDUBON AREA COMMUNITY SERVICE, INC (GRITS)
1-800-816-3511 / 270-686-1651

5 LKLP COMMUNITY ACTION COUNCIL
1-800-245-2826 / 606-487-1872

6 **8** **9** **10** FEDERATED TRANSPORTATION SERVICES OF THE BLUEGRASS (FTSB)
1-888-848-0989 / 859-233-0066

7 BLUEGRASS COMMUNITY ACTION PARTNERSHIP (BGCAP)
1-800-456-6588 / 502-695-4290

11 RURAL TRANSIT ENTERPRISES COORDINATED (RTEC)
1-800-321-7832 / 606-256-9835

12 LKLP COMMUNITY ACTION COUNCIL
1-800-245-2826 / 606-487-1872

13 SANDY VALLEY TRANSPORTATION SERVICES (SVTS)
1-800-444-7433 / 606-886-7039

14 LKLP COMMUNITY ACTION COUNCIL
1-800-245-2826 / 606-487-1872

15 LICKING VALLEY COMMUNITY ACTION PROGRAM (LVCAP)
1-800-327-5196 / 606-845-0081



CALL THE OFFICE OF TRANSPORTATION DELIVERY AT 800-941-7433 IF:

- Ride didn't show up
- Ride was late
- Ride didn't come back
- Driver was inappropriate