

NEMT

NON-EMERGENCY MEDICAL TRANSPORTATION

THRIVEKY
UPDATED FEB 2025

Do you need help with transportation to and from a medical appointment or a pharmacy?

Non-emergency medical transportation (NEMT) provides rides for Medicaid recipients who do not have access to transportation to a medically necessary appointment, including **trips to the doctor, hospital, pharmacy, dentist, adult day services, counseling, or any other Medicaid-covered service.**

The ride is provided by a broker, and brokers are regionally assigned by the state. Rides are paid by Medicaid, and **you should not be charged** for the ride.

ARE YOU ELIGIBLE FOR NEMT?

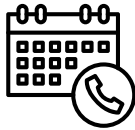
Yes, if you are a Kentucky Medicaid member without a registered vehicle in your name.

If you are enrolled in Medicaid and have a vehicle registered in your name, you may still be eligible for NEMT, if one of the following applies:

- The vehicle does not work
- You can't use the vehicle due to a medical reason
- The vehicle is being used by someone else to get to work or school

To ask the broker for an exemption, you must get a **signed statement from a mechanic, clinician, employer, school, or transportation authority.**

A new 2-week exemption is available for parents/guardians to get a note when scheduling transportation for a child's appointment.



SCHEDULING A RIDE

- Rides are available **Monday through Saturday from 6am to 8pm.**
- You must call at least **72 hours (3 business days)** before your trip.
- Call to schedule **Monday through Friday 8am-4:30pm or Saturday 8am-1pm.**
- See all brokers & phone numbers below. More info at tinyurl.com/NEMTbrokers

Federated Transportation Services of the Bluegrass (FTSB)
1-888-848-0989 / 859-233-0066

Bluegrass Community Action Partnership (BGCAP)
1-800-456-6588 / 502-695-4290

Licking Valley Community Action Program (LVCAP)
1-800-327-5196 / 606-845-0081

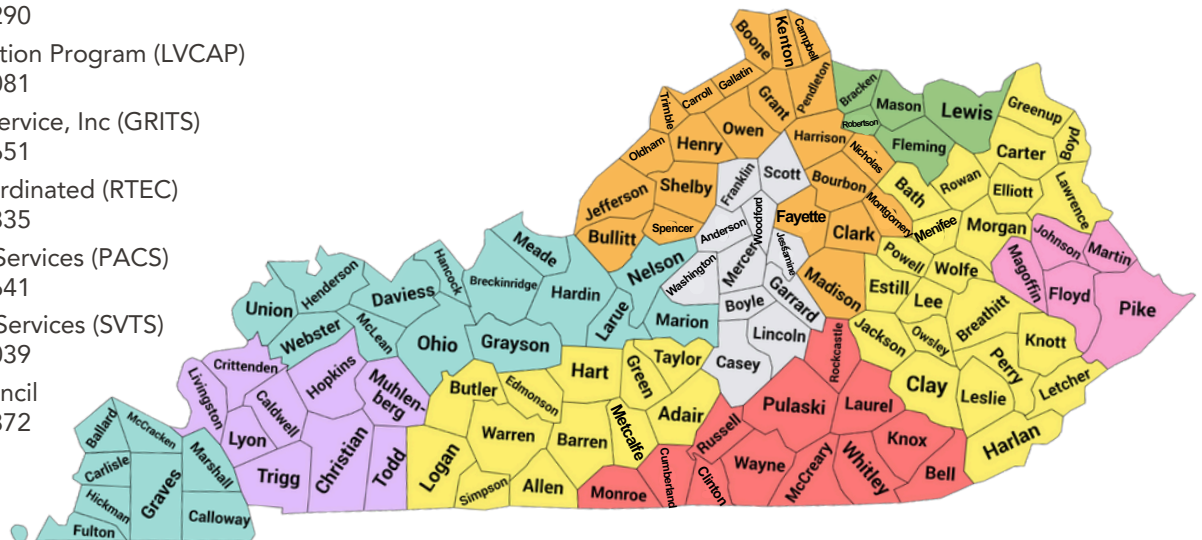
Audubon Area Community Service, Inc (GRITS)
1-800-816-3511 / 270-686-1651

Rural Transit Enterprises Coordinated (RTEC)
1-800-321-7832 / 606-256-9835

Pennyrile Allied Community Services (PACS)
1-800-467-4601 / 270-886-6641

Sandy Valley Transportation Services (SVTS)
1-800-444-7433 / 606-886-7039

LKLP Community Action Council
1-800-245-2826 / 606-487-1872



IF YOU ARE DENIED A RIDE OR SERVICE

Denial of Services Hotline 1-888-941-7433

IF YOU HAVE ANY ISSUES WITH YOUR DRIVER OR BROKER

Complaints, Comments, or Concerns 1-888-974-7433



URGENT CARE RIDES AVAILABLE 24/7

If your injury or illness is urgent and you need to be seen **within 12 hours**, call your broker and request an **"urgent care ride."**

NEMT is not for emergencies. If you need to be seen immediately, call 911 for an ambulance.