Medical Non-Emergency Medicaid Transportation

Intake Process

You can call 24 hours a day, seven days a week. Needed rides can be scheduled 24 hours a day, seven days a week. Call at least five days in advance of your appointment. Have specific documents ready when you call (Medicaid number or Medicaid Plan ID, date and time of appointment; pick up and drop off addresses, etc) Virginia Department of Medical Assistance Services http://www.dmas.virginia.gov

https://www.dmas.virginia.gov/#/nemtservices Main (804) 786-7933

600 E. Broad Street, Suite 1300 23219 VA United States

Fee Structure Fee Range Payment Method(s) Medicaid Languages Spoken English

If you have Fee-For-Service (FFS) Medicaid, Managed Care Organization (MCO), Commonwealth Coordinated Care (CCC), or Commonwealth Coordinated Care Plus (CCC+) you may be eligible for Non-Emergency Medical Transportation (NEMT) services. This service will take you to Medicaid-covered services such as medical and health care appointments, supported employment, and day support programs.

- Please note that not all Medicaid plans have transportation benefits.
- Non-Emergency Transportation services vary in each community.

If you qualify for transportation benefits your ride is free. Please contact the FFS Transportation Broker, MCO, CCC, or CCC+ plan to ask questions, make reservations, or make a complaint. Link to current <u>reservation and ride assist</u> <u>telephone numbers</u>.

Service Area(s) Statewide Email DMAS-Info@dmas.virginia.gov