

Non-Emergency Medical Transportation Provider FAQs

What is Non-Emergency Medical Transportation (NEMT)?

- NEMT is a TennCare covered benefit which provides non-emergency medical transportation to all Members who do not have a ride to a TennCare Covered Service. This is a shared ride service.

Who can schedule transportation for the Member?

- The Member can schedule transportation on their own behalf or anyone with access to the necessary information needed for scheduling can schedule for them.

What information is needed to schedule transportation for the Member?

- Member's Full Name, Date of Birth, Phone Number, and Address of Member's Pick-up Location
- Member's Social Security Number or TennCare I.D. Number
- Date and Time of Appointment
- Name, Address, and Phone Number of Medical Provider

What number should be called to schedule transportation for the Member?

- Please contact the NEMT Call Center assigned to the Member's healthcare plan.

BlueCare and TennCare Select Members/Verida

- BlueCare 1-855-735-4660
- TennCare Select 1-866-473-7565

UnitedHealthCare and Wellpoint Members/Tennessee Carriers

- United HealthCare 1-866-405-0238
- Wellpoint 1-866-680-0633

How far in advance can transportation be scheduled for the Member?

- Rides should be scheduled at least 72 hours before their appointments. There is no limit in the advance scheduling of transportation.

What level of assistance is available to the Member?

- Door to Door transportation is available for Members needing assistance to safely move between the door of the vehicle and the door of the passenger's pick-up point or destination.
 - Hand to Hand transportation is available for Members needing assistance to and from the vehicle to the provider staff member, family member or other responsible party at the destination.
 - Curb to Curb transportation is available for Members needing little to no assistance between the vehicle and the door of the pick-up point or destination.
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What if the Member needs to bring their children with them to the appointment?

- The Member must disclose any extra riders accompanying them to their appointment when scheduling their ride. This ensures the appropriate seating for the reservation. The Member must provide the proper child restraint required for their child based on their age and weight.

How many children can a Member take with them to their appointment if they do not have access to daycare?

- If the Member discloses the number of children during scheduling and provides necessary car seats, there are no limitation.

Who is responsible for providing car seats when transportation is provided?

- The Member must provide the car seat for children requiring a car seat based on the child's age and weight. The car seat must be taken to the Member's appointment.

Who should be called when the Member is ready to be picked up after their appointment?

- Please contact the NEMT Call Center assigned to the Member's healthcare plan.

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The Member scheduled their return ride as a "will-call". What is a "will-call" trip?

- "Will call" trips allow the Member to notify the call center when they are ready to be picked up after their appointment is complete. The driver is allowed up to 1-hour to pick up the Member after receiving notification for a "will call".

Why does the transportation broker call our office before they will schedule the ride for the TennCare Member?

- The transportation broker may call the provider's office to verify/confirm the trip is considered "urgent" before scheduling transportation with less than a 72-hour advanced notice.

What is considered an "Urgent Trip"?

- "Urgent Trips" are provided to covered services required for an unscheduled episodic situation in which there is no immediate threat to life or limb, but the Member must be seen on the day of the request (can be one (1) or multiple trip legs). The "urgent trip" may not give the Member an opportunity to provide the 72-hour advance notice normally required when scheduling their ride. At a minimum, these shall be considered urgent trip reasons: Hospital and Crisis Stabilization Unit
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discharges and same-day appointments with outpatient behavioral health providers or dialysis.

What is the cost to the TennCare Member for their transportation?

- Transportation is a TennCare covered benefit and the Member is not responsible to provide a payment for the service.

The Member does not want to ride with anyone else in the vehicle. Is this possible?

- The NEMT program is a shared ride service. The Member would need a medical determination to support their request to ride alone.

What options are available for a TennCare Member that has a car, but not gas money?

- The Member can contact the NEMT Call Center and request the trip to be scheduled as “Mileage Reimbursement”. The NEMT Broker will provide additional details for this option.

What is the NEMT Mileage Reimbursement Program (MRP)?

- The Mileage Reimbursement Program (MRP) is available to TennCare Members (using their Medicaid benefits) who may have a neighbor, friend, or family member willing to drive them to their appointment. This program allows the Member to be reimbursed based on mileage to and from their appointment. This service is coordinated by the NEMT Broker when the Member calls to schedule their trip.

Can a friend take the Member home after being discharged from the hospital?

- Yes. The Member or the discharge team can request to utilize the Mileage Reimbursement Program (MRP) to avoid any wait. The trip should be scheduled through the normal process for the Member to receive reimbursement.

Can the TennCare Member call Lyft or Uber directly and get reimbursed for the cost?

- No. The Member must call the MCO’s NEMT call center to schedule each of their transports. The agent will determine the appropriate method of transport. Transportation with Lyft or Uber are considered as a last resort.

Can the Member select the transportation provider they wish to ride with?

- No. The decision of transportation provider is based on availability, the Member’s physical needs, and cost-effectiveness.

What happens if the Member refuses to ride with a transportation provider based on previous experiences?

- The Member should report any issues to the NEMT call center as they occur. It can be difficult to provide service in areas of the state where the options are limited. If the Member refuses to ride with a provider, they will be offered to use the “Mileage Reimbursement” as an alternative or encouraged to use the available provider.
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