

NEMT is Mandatory Medicaid Benefit

The non-emergency medical transportation (NEMT) benefit has been part of Medicaid since the program's inception in 1966. In recognition of NEMT's important role, Congress codified the benefit as mandatory in statute, as part of the Consolidated Appropriations Act, 2021 (P.L. 116-260), which was signed by President Trump on December 27, 2020.

05 Additional transportation for prescriptions or medical equipment

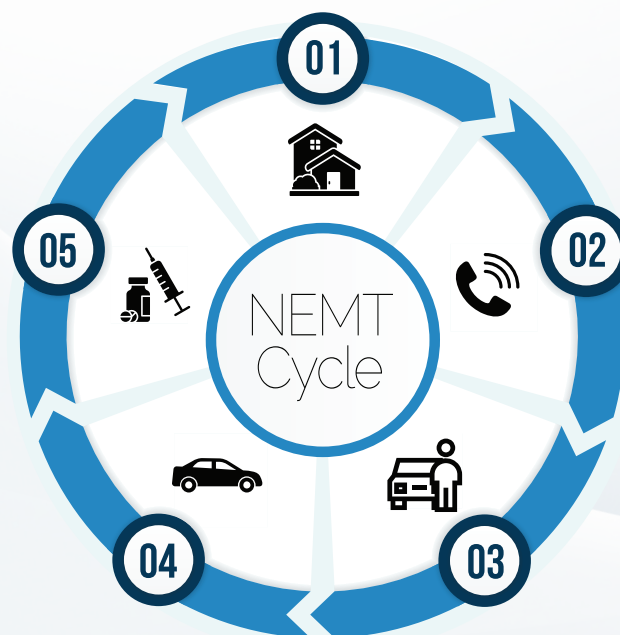
If medically necessary, pick up prescription drugs or medical equipment at pharmacy or other provider to foster treatment adherence

04 Ride to Healthcare Provider

NEMT rides can be for any Medicaid covered service but are most commonly for behavioral health and substance use disorder, dialysis, or preventive health services.

01 Medicaid Beneficiary requests a ride

Lacking transportation, Medicaid beneficiary requests a ride to a medical appointment



NEMT's Value to Medicaid

Member Experience

Ensures transportation to make their medical appointments.

Return on investment

Lessens preventable hospitalizations and rehabilitations that occur when patients miss appointments.

Improving Health Outcomes

Addresses a primary social determinant of health – lack of access to transportation.

02 MCO/Broker confirms eligibility and assigns transport

- Confirms eligibility of beneficiary and validates medical needs.
- Matches beneficiary to most appropriate and efficient transit mode
- Maintains qualified network of transit providers
- Coordinates rides and ensures trips are to eligible site
- Assures ride quality and prevents fraud and abuse

03 Transportation Provider dispatched

- Responsible for transporting beneficiary to and from medical appointment
- Drivers and equipment certified by brokers
- Specially trained drivers for higher-acuity beneficiaries