

Non-Emergency Transportation (NET)

What is NET?

Non-Emergency Transportation (NET) is a statewide program administered by the County Department of Job & Family Services for Medicaid eligible customers. NET provides transportation to and from Medicaid providers. Transportation authorization may be in the form of bus tokens, bus passes, van services, Access tickets or mileage reimbursement.

Who is eligible?

NET services to and from a medical appointment may be provided to...

- Customers eligible for **and** in receipt of a regular Medicaid card.
- Customers eligible for Medicaid through the "spend-down process" **and** have met their spend-down obligation in the same month of the transportation schedule.

Note: Customers must be able to transfer from a wheelchair to vehicle independently.

How do I find out if I'm eligible for NET transportation services?

Contact: 946-1000 – Option 6, then Option 1
If pregnant, contact: 946-1000 – Option 6, then Option 2

How far in advance should I schedule my trip?

- You must call at least 5 business days before your medical appointment.
- If you have a Medicaid spenddown card, you must meet your spenddown before calling to schedule transportation and you must call at least 5 business days before your medical appointment.

What information should I have available when I phone in my trip?

Customer Information	Medical Provider Information
<ul style="list-style-type: none"> • Your name. • Your address (including zip code). • Your phone number. • Your social security number. • The date and time of your appointment. 	<ul style="list-style-type: none"> • Your doctor's name. • The name of doctor's building or hospital. • The address (including zip code). • The doctor's phone number.

Note: If you omit any of this information, there may be a delay in scheduling your trip. This delay could result in you not receiving your transportation timely.

Other contact numbers:

Information number: 946-2464
NET Fax number: 946-1460

What other transportation programs are available through Medicaid?

- Long-term Care Facility transportation
- Ambulance and Ambulette transportation
- Hospice transportation
- Pregnancy Related Services (PRS) – to find out more about this service call (513) 946-1000, option 6, option 2.

Note: These services **must** be accessed prior to NET.

The following Medicaid transportation programs MAY be accessed prior to NET:

- [Federally Qualified Health Centers \(FQHCs\)](#)
- [Managed Care Plans \(MCPs\)](#)
- Home and Community Based Services (HCBS) waiver programs
- Healthcheck

Questions about these services should be directed to the Bureau of Health Plan Policy at (614) 466-6420 or the Consumer Hotline at 1-800-324-8680.