

# NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) SERVICES

Beginning June 1, 2021, Cigna will provide NEMT services in place of the state's Medical Transportation Program.

NEMT Services provides transportation to non-emergency health care appointments for members without transportation. This includes rides to the doctor, the dentist, the hospital, the pharmacy and other locations for Medicaid services. These trips **do not** include ambulance trips.

## What is included?

- › Passes or tickets for transportation (mass transit within and between cities or states, including train or bus).
- › Commercial airline transportation services.
- › Demand-response transportation services (curb-to-curb transportation in private buses, vans or sedans, including wheelchair-accessible vehicles), if needed).
- › Mileage reimbursement for an individual transportation participant (ITP) to a covered health care service.
- › Cost of an attendant to travel to your appointment with you, if needed.

## How to get a ride.

To schedule a ride, call Cigna's NEMT partner, Access2Care, at least two business days before your appointment and at least five days before if it's a long-distance trip. To request a return ride or check on the status of an existing ride, call the "Where's my ride?" line.

## Schedule a ride | 1-888-721-8184

Monday to Friday, 8 a.m. to 5 p.m. CT, excluding state-approved holidays.

## Where's my ride? | 1-888-721-8184

Monday to Saturday, 8 a.m. to 7 p.m. CT

Services may be requested with less notice for special circumstances.

## Member rights and responsibilities.

1. When scheduling NEMT Services, you must provide the information requested by the person arranging or verifying your transportation.
2. Follow all rules and regulations affecting your NEMT Services.
3. Return unused advanced funds and provide proof that you kept your medical appointment prior to receiving future advanced funds.
4. No verbal, sexual or physical abuse or harassment.
5. Bus tickets or tokens may only be used to go to medical appointments. Return any tickets or tokens that you do not use.
6. Services may only be used to travel to and from medical appointments.
7. If an appointment is canceled or service is no longer needed, notify your Medicare Medicaid Plan (MMP) or your MMP's transportation subcontractor prior to the scheduled trip.



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