

Non-Emergency Medical Transportation (NEMT) Q&A



1. What is NEMT?

- a. NEMT provides rides to your closet, available doctor if you cannot drive yourself, or if your family or friends cannot drive you to your appointment.
- b. If you do have access to a vehicle but need assistance paying for gas for a trip to your doctor's appointment, mileage reimbursement is also available.
- c. NEMT can be utilized to see Iowa Medicaid doctors such as, for example, your family physician, eye doctor, or dentist.

2. Who qualifies for NEMT?

- a. Iowa Medicaid members.
- b. Iowa Health and Wellness Plan members who have been deemed "medically exempt" by the Iowa Department of Human Services.

3. My children are on hawk-i. Are they eligible for NEMT?

- a. No, hawk-i members are not eligible.

4. I moved recently and my primary doctor is now 50 miles from me. Can I use NEMT?

- a. Per State of Iowa Medicaid rules, NEMT is only for trips to your nearest, available provider. If he/she is the nearest Iowa Medicaid primary doctor, you can use NEMT.
- b. If your doctor is not the nearest provider, you may need to request a new doctor be assigned to you or you may need to choose a new doctor in order to use NEMT.

5. I live in a small city and need to see a specialist. This type of doctor is not in my city and I will need to travel over 100 miles to see this type of specialist. Can I utilize NEMT?

- a. Yes. Often specific specialists are very limited. If this is the closest provider type that you need, you can utilize NEMT.

6. I am a parent on Medicaid who does not have access to a vehicle. I have an appointment. Can my child ride with me?

- a. Yes. When you make your trip reservation, please inform them the number of extra people who will be attending with you.

7. I would like a family member or friend to go with me to my doctor visit. Can they travel with me?

- a. Yes. Each adult is allowed one support person to travel on an NEMT trip.

8. What types of vehicles are used for NEMT?

- a. If you are able to walk, a van or car. This vehicle may come from a public service such as a taxi company, or it may come from a company that only provides NEMT.
- b. If you are in a wheelchair or motorized scooter, a paratransit vehicle such as a van or a small bus with a lift.
- c. If you are bedridden, a stretcher van, which often looks like an ambulance.
- d. If you have more than two medical appointments per month and live in a city that has a bus route, you can get an unlimited, monthly bus pass.

9. Do I get to pick my transportation provider?

- a. No. The most affordable, available option that meets the member's needs is utilized for an NEMT trip.