



Non-Emergency Medical Transportation Fact Sheet

Nevada Medicaid

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For more information: transportation@dncfp.nv.gov

Program Overview

Non-Emergency Medical Transportation (NEMT) services are provided to Nevada Medicaid recipients to access medically necessary Medicaid covered services. Non-emergency medical transportation is arranged by the Medicaid NEMT broker using various transportation providers and transportation modes throughout Nevada.

Coverage and Limitations

- Medicaid Fee-for-Service (FFS) and Managed Care Organizations (MCO) recipients are eligible to receive NEMT services.
 - The following Medicaid recipients are not eligible for NEMT: Nevada Check Up, Qualified Medicare Beneficiaries (QMBs), Specified Low Income Medicare Beneficiaries (SLMBs) and Emergency Medical Only recipients except for transportation to dialysis services only.

Important Information

Did you know you can get transportation services to routine doctor visits and urgent doctor visits?

- Routine medical appointments may require up to 3 business days' notice.
 - Same-Day notice may be authorized for immediate transportation needs like hospital discharges, or urgent care visits.

Did you know you can also get transportation, as necessary, for out-of-area medical appointments?

- For medical services 101 miles or more away from home, the NEMT broker must be notified 14 days before the travel date and prior authorization may be required.
- For out-of-area transport where an overnight stay is required, meal reimbursement and lodging are available.

Did you know Medicaid has different modes of transportation?

- The following are modes of transportation available based on a recipient's medical condition:
 - Fixed route bus service or ADA paratransit (door-to-door) where available
 - Gas mileage reimbursement
 - Community Non-Professional Drivers Program
 - Transportation Network Companies (TNCs) or taxi service
 - Wheelchair capable vehicles, including vehicles with a ramp or hydraulic lift
 - Stretcher vehicles
 - For out-of-area: commercial airline, greyhound bus or Amtrak rail services

How Do I Schedule My Transportation?

- Nevada Medicaid's current NEMT broker is Medicaid Transportation Management (MTM).
- You can schedule trips by contacting MTM at:
 1. Customer Care Center at 1-844-879-7341
 2. "MTM Link" - a new platform which includes a mobile application and web portal for recipients and medical facilities to:
 - Schedule, view, and manage trips from a mobile device or computer
 - Accessed at: <https://www.mtm-inc.net/nevada/>