



Pictures of people getting free transportation.

Free rides to and from your medical appointments, covered by Medicaid



Non-Emergency Medical Transportation (NEMT) services are covered with your NC Medicaid Tailored Plan.

Who qualifies for free rides?

This service is for people with NC Medicaid to help them get to their **medical and mental health appointments**. This includes people on the Tailored Plan, a kind of Medicaid health plan. Accessible rides are also available.

Get a ride to and from any Medicaid appointment, including:

-  Doctors or specialists
-  Mental health appointments
-  Picking up prescriptions
-  Substance abuse treatment

How to schedule NEMT rides

NEW! If your NC Medicaid is moving to a Tailored Plan, call your Tailored Plan to request these ride services:

- Alliance Health: 1-855-759-9600
- Trillium Health: 1-877-685-2425
- Partners Health: 1-855-397-3611
- Vaya Total Care: 1-800-962-9003

You can begin scheduling rides today for appointments on or after July 1, 2024.

DID YOU KNOW?

- For the best availability, request your ride at least 2 days before your appointment. For urgent pickups, like a hospital discharge, call as soon as you can.
- If you drive yourself to an appointment, or if you receive a ride from a family member or friend, you might qualify for travel-related reimbursements such as gas vouchers. Contact your Tailored Plan to learn more.

Learn more at medicaid.ncdhhs.gov/nemt

