



NEMT Rules and Guidelines

Dear NEMT Rider,

Please read all these pages. Then sign it and return it to your transportation provider **within 15 business days [DATE]**. Business days are Monday through Friday, not weekends. What if you miss this date? If you do not sign and return this document within that fifteen-day period future rides may be denied.

Medicaid Non-Emergency Medical Transportation is called NEMT for short. If you meet these rules, you can get a ride to and from medical services. The services must be **medically needed** and **NOT an emergency**. We want to make sure you are using NEMT correctly and safely. Vermont Public Transportation Association and Vermont Medicaid have a contract for NEMT. They work with Vermont's local transportation providers.

When you ask for a ride to medical services, here is what we do:

- Make sure you have Medicaid
- Make sure the doctor or other health care person is a Medicaid provider
- Make sure the doctor or other health care person meets the rules for medical rides
- Make sure appointments are at dates and times you asked for
- Make sure you get the ride with the lowest cost
- **Make sure all riders and staff are treated with respect.**
- **Make sure everyone is free from physical, verbal, or emotional harm.**

You must follow these rules to get a ride:

- You must be on Medicaid and have no other way to get to the appointment.
- You can only get a ride for:
 - Appointments for medical or behavioral health that Medicaid will pay for
 - VCCI case manager appointments
 - Blueprint-sponsored self-management courses and/or
 - Trips to the drug store if they can't mail or deliver your medications.
- You must try to call and ask for a ride 48 hours before the appointment. Can you get a ride without 48 hours' notice? Your provider will try **IF** there is a driver available.

- It is your job to schedule your own rides. Do you need someone else to schedule your rides for you? You must sign a written paper (consent form) saying who it is. **OR** you must be there/on the phone when they schedule a ride for you. You don't have to do this if you are working with a VCCI case worker.
- Before you call to schedule a ride, have this information ready:
 - Your Medicaid (Green Mountain Care) ID number
 - Your doctor's name and address
 - Time of your appointment
 - How long you think the appointment will last
- What if your appointment changes? Call your transportation provider right away.
- Do you need to cancel a ride? You must do it at least 2 hours ahead of time. What if you don't give 2 hours' notice? You will be listed as not showing up without a good reason and future no shows may cause you to move to the no show hardship program. A last minute cancellation by a provider will not count against you as a no show.
- You must show up and be on time for all rides. This is explained in the NEMT manual. The manual is at dvha.vermont.gov/for-providers/transportation/ on the internet.
- You may get to your appointment up to 45 minutes **before** it starts. You may not be picked up any later than 45 minutes **after** your appointment is over, excluding travel time for the driver.
- You may only get on and off at the place where your appointment is.
- Drivers must take you to the health care provider closest to you that takes Medicaid. What if there is a medical reason you can't use the closest provider? The Department of Vermont Health Access must approve using someone else.
- What if a provider is more than 100 miles away from your home address? Ask your doctor to send a transportation Physician Referral Form. It goes to the Department of Vermont Health Access. This should be sent as soon as possible so the provider can schedule your ride. It would be very helpful to send this at least 2 weeks before your appointment.
- Only children under age 10 who meet the rules can ride with you. Can children over age 10 ever ride with you? Only if you have proof it is medically needed for them to go with you.
- You must act politely and safely during the ride to guarantee safe transportation for all riders.
- You can't talk or act rudely to drivers, staff or other members. This means no cursing, name calling, threats or mean comments.
- Never bring weapons or illegal drugs on the ride.
- Don't bother the driver in any way.
- Drivers can only stop at places on their route. Drivers only make bathroom stops in an emergency. Only the member asking for an emergency bathroom break may get out.
- Have complaints? Call Vermont Public Transportation Association at **833-387-7200**. **OR** go to VPTA.net on the internet. **OR** call Green Mountain Care at **1-800-250-8427**.

What happens if you act in a way that breaks safety rules? You will get a warning letter. If you do it again, you must change to the hardship mileage program for 30 days. You must find your own driver. You get paid back for hardship mileage to get to appointments. What if you break safety rules a third time? You will stay on the hardship mileage program for 90 days.

What if your behavior is illegal? You will be automatically moved to the hardship mileage program. You will get paid back for hardship mileage to get to appointments.

Signing this means I understand and agree to the rules in this paper and in the attached Vermont Public Transportation Code of Conduct. Breaking these rules could keep me from getting rides in the future and may change how I get help going to appointments. Return this paper to us **within 15 business days [DATE]**. You will not be able to ride with us until this signed paper is returned.

Sign Here: _____

Your Full Name: _____ **Date:** _____

Your Email OR fax number: _____

Your Mailing Address: _____

This agreement is good until the transportation provider changes it.