



WAYNECOUNTY
HEALTH & HUMAN SERVICES

WAYNE COUNTY HEALTH DEPARTMENT

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Free rides to and from your Medicaid medical and mental health appointments covered by NC Medicaid

Non-Emergency Medical Transportation (NEMT) services help get you to your Medicaid appointments. You may be able to get rides if you have a Medicaid a Standard Plan, a Tailored Plan, the EBCI Tribal Option or the NC Medicaid Direct program (See “How to Schedule a Ride” below for a complete list of health plans and programs that can use this service.)

Get a ride to and from Medicaid appointments, including:

- Visits to your Medicaid doctors or specialists
- Pick up prescriptions
- Mental health appointments
- Substance use treatment

Accessible rides are available. Anyone under 18 must be accompanied by an adult and your caregivers can ride with you.

How to Schedule a Ride

You should ask for your ride at least 2 days before your appointment. For urgent pickups, like leaving the hospital or going to the pharmacy, you do not need to ask ahead of time. NC Medicaid Direct beneficiaries should ask for a ride at least 4 days before their appointment.

Call the number listed below or your Medicaid health plan or program (shown on your health plan ID card) to schedule a ride:

Medicaid Health Care Option	NEMT Contact Number
AmeriHealth Caritas	833-498-2262
Carolina Complete Health	855-397-3601
Healthy Blue	855-397-3602
UnitedHealthcare Community Plan	800-349-1855
WellCare	877-598-7602
Alliance Health	855-759-9600
Partners Health Management	833-577-2309

Medicaid Health Care Option	NEMT Contact Number
Trillium Health Resources	877-685-2415
Vaya Total Care	888-621-2084
NC Medicaid Direct or EBCI Tribal Option	Call your local Department of Social Services .
Not sure who to call?	The NC Medicaid Enrollment Broker can help you find your health care option: call 1-833-870-5500.

Travel-related Reimbursements

If you drive yourself to an appointment, or if a family member or friend gives you a ride, you might get money back for travel costs. The rules for getting money back are different for each health plan and NC Medicaid Direct. Contact your health plan or Medicaid program (see the list above) to learn more.

If There is a Problem with Your Ride

If you have a problem asking for a ride, the ride does not come on time or if there is any other problem, contact your health plan or Medicaid program (see the list above). Ask them to fix the problem, or you can file a complaint with them. You can contact the NC Medicaid Ombudsman if you are not able to fix the problem. Call **1-877-201-3750** or visit ncmedicaidombudsman.org.

This page was taken from NCDHHS website and was last modified on 12/03/2024