

Non Emergency Medical Transportation (NEMT) is a covered service for Medicaid members who do not have their own transportation or means to arrange for their own transportation.

If you cannot secure your own transportation to a covered health service appointment, consider these other options:

- Ask a family member or friend
- Take the bus
- Walk or bike
- Take the light rail
- Use a rideshare (like Uber or Lyft)
- Carpool



When you have no other transportation options, call your health plan Member Services number on your insurance card to arrange for Non-Emergency Medical Transportation.

### **When you call, be prepared to provide the following details:**

*What is the providers address and phone number?*

*Do you need specific healthcare accommodations such as an oxygen tank, IV, or other accessibility needs?*

*What is the date and time of your appointment?*

*Does the driver need to pick you up from a specific place?*

*Do you use a wheelchair, stretcher, walker or other mobility device?*

*Do you need help getting to the car?*

*Do you need a notification call when the driver arrives?*

*Does your child require a car seat or booster seat?*

### **What should you do if there is a problem with your ride?**

Call your health plan customer service line

If you wish to lodge a complaint, let the operator know you would like to file a \*complaint/grievance with your health plan.

\*For members with a Serious Mental Illness designation you can choose the formal SMI grievance process or a complaint process

The Arizona Health Care Cost Containment System (AHCCCS) is committed to ensuring the availability of timely, quality health care. If you know of an AHCCCS member who is unable to access health services, or if you have a concern about the quality of care, please call your AHCCCS health care plan's Member Services number. If your concern is not resolved, please call AHCCCS Clinical Resolution Unit at 602-364-4558, or 1-800-867-5308.