



## Did you know ...?

(This information is effective until the start of RCOs)

### Non-Emergency Transportation (NET)



**Non-Emergency Transportation (NET)** - program provides **medically necessary** non-ambulance transportation services to Medicaid recipients.

- Medicaid pays for rides to a doctor or clinic for medical care or treatment that is covered by Medicaid. NET services may be provided by one or more of the modes listed below when the recipient's medical care is medically necessary and the recipient has no other transportation resources. The least costly mode of transportation appropriate to the needs of the recipient must be used. The transportation modes include:
  - Automobile
  - Minibus services
  - Wheelchair van services
  - Commercial or city bus
  - Airplane
  - Train
  - Ambulance
- NET services require prior authorization. All payments for NET services must have prior authorization by the Alabama Medicaid Agency, with the exception of urgent care. Urgent care is defined as medical care that is required after normal business hours. Requests for reimbursement for NET as a result of urgent care must be made the first business day after the transportation need has occurred.
- Reimbursement for Non-Ambulance NET services are furnished either to:
  - The recipient through an Electronic Benefit Transfer System (EBT) process wherein the recipient uses the reimbursement to purchase transportation; or
  - Under certain circumstances, to another individual or entity determined by Medicaid to be more appropriate (this may include a parent or legal guardian, or issuing reimbursement directly to the NET transporter).
- NET services may be used for the following medical services: EPSDT, inpatient hospital care, outpatient hospital care, physician services, diagnostic services (lab, X-ray), clinic services (family planning, rural health, community mental health), dental services for recipients under 21 years of age, eye care, orthotic/prosthetic services.
- More information is available in the current Provider Manual Appendix G. Click on the following link [http://medicaid.alabama.gov/CONTENT/6.0\\_Providers/6.7\\_Manuals.aspx](http://medicaid.alabama.gov/CONTENT/6.0_Providers/6.7_Manuals.aspx).
- **Contact:** [Onna.Williams@medicaid.alabama.gov](mailto:Onna.Williams@medicaid.alabama.gov) or call **334-242-5151**.