



Who is Eligible?

A Medicaid-eligible recipient may receive Non-Emergency Medical Transportation services if the recipient meets the following conditions:

The recipient is traveling to or from a Medicaid-covered service;

The service is determined to be of medical necessity; and

Free transportation, which is appropriate for the recipient's medical needs, is not available or use of an appropriate operational household vehicle is not available.

Hours of Operation

Transportation Scheduling is available
Monday - Friday 8am-4:30pm and on
Saturday 8am-1pm.

Transportation Services are provided
Monday – Friday 6am-8pm and on
Saturday 8am-1pm.

Questions/Concerns?

If a recipient experiences problems with scheduling or transportation services, please contact the Regional Brokerage for resolution. A listing of Regional Brokers can be found at:

<https://transportation.ky.gov/Transportation-Delivery/Pages/Human-Services-Transportation.aspx>

A recipient/guardian may also contact the Kentucky Transportation Cabinet, Office of Transportation Delivery at 1-888-974-RIDE (7433) for complaints, comments, or concerns regarding transportation services.



KENTUCKY TRANSPORTATION CABINET

Office of Transportation Delivery



Non-Emergency Medical Transportation Program

72 Hour Notice

A recipient or his or her guardian shall call seventy-two (72) hours prior to the scheduled appointment to schedule a trip unless it is an urgent care situation. Weekends and holidays are included in determining the seventy-two (72) hour period for scheduling.

Urgent care transportation means an unscheduled, episodic situation in which there is not threat to life or limb, but the recipient needs to be seen within twelve (12) hours in order to avoid the likely onset of an emergency medical condition and does not include an emergency trip that is to be addressed by a qualified emergency service.

Urgent care Transportation is available twenty-four (24) hours a day, seven (7) days a week, including any holiday.

Escorts/Attendants

If medically necessary, a recipient could have the option to allow one attendant to accompany the recipient during transport.

All children under the age of thirteen (13) must have a parent/guardian, or designee of the parent/guardian to accompany the child during transport.

If the recipient's physician, physician assistant, advanced practice registered nurse, or qualified mental health professional has recommended that the person be transported with an escort, certification must be obtained from the clinical provider verifying the need of escort based upon one (1) of the following criteria:

(a) A history of a behavior that has resulted in harm to the person or to others while receiving human service transportation delivery program services;

(b) A medical history of a behavior that indicates that the person may be a danger to himself or herself or others; or

(c) Information that the person may become violent in a transportation setting.

Denial of Transportation Services

If a recipient is denied Non-Emergency Medical Transportation Service, a recipient/guardian may contact the Kentucky Transportation Cabinet at 1-888-941-7433. A team of Medicaid Specialists is readily available to assist. The Medicaid Specialist will work with you in looking at all available alternatives/solutions to the transportation denial.

If there is no resolution that can be obtained on a transportation denial, a recipient/guardian has the Right to Appeal suspension of services.

Instructions to file an appeal are included with the official denial letter notice.