

Want to be a Volunteer Driver?

Contact your local MDHHS County Office to get information on:

- Screening process
- Required background checks
- Registration
- And more

www.michigan.gov/DHS-countyoffices



Want to Learn More?

For more information on Non-Emergency Medical Transportation please contact us at:

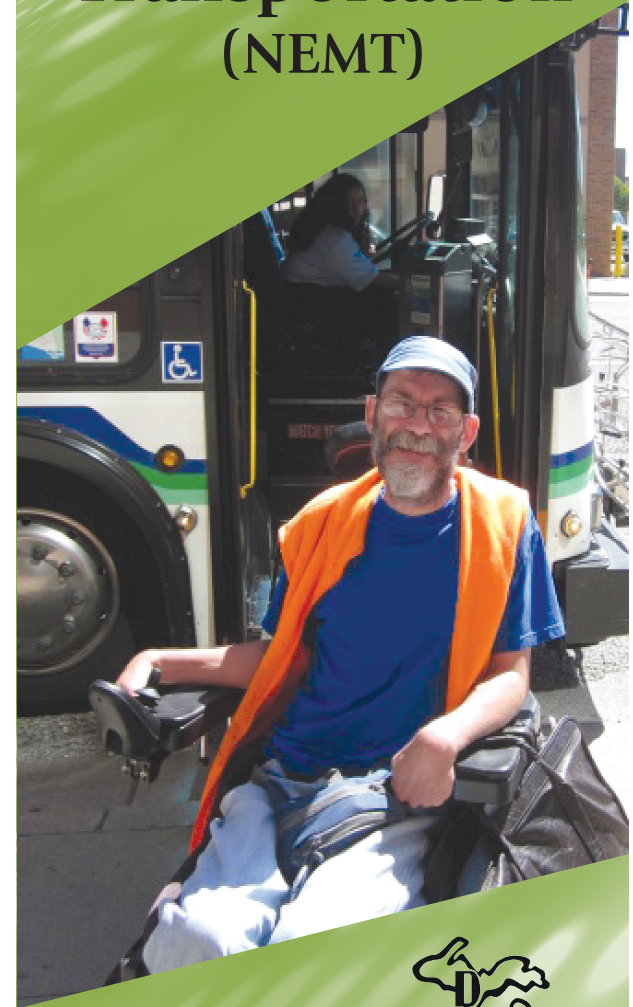


Michigan Developmental Disabilities Council
201 Townsend Street Ste. 120
Lansing, MI 48933
Phone: 517-335-3158
Email: mdhhs-dd-council@michigan.gov



Michigan Department of
Health and Human Services
201 Townsend Street
Lansing, MI 48933
Phone: 517-373-3740

Non-Emergency Medical Transportation (NEMT)



Non-Emergency Medical Transportation (NEMT) Services

Medicaid and the Healthy Michigan Plan will pay for rides to medical appointments if services are necessary. You can get help with a ride if you do not have a way to get to and from a doctor's appointment or to receive items or services Medicaid covers.

NEMT must be approved before your appointment.

Medical rides will not be provided for personal choice of provider for routine medical care when comparable care is available locally.

Medical transportation may only be authorized:

- To obtain medical evidence or receive any Medicaid-covered service from any Medicaid-enrolled provider, including:
 - Chronic and ongoing treatment
 - Prescriptions
 - Medical supplies
 - One-time, occasional and ongoing visits for medical care.
- If you are unable to get your own transportation or receive transportation from a family member, relative or friend.
- When healthcare providers verify the medical appointment and need for transportation.

Enrolled in a Medicaid Health Plan?

- If you are covered under a Medicaid Health Plan (MHP) you should contact the plan for all transportation assistance. For some services, you may be directed by your MHP to contact your local Department of Health and Human Services (MDHHS) office or the state's transportation contractor.
- To see if you are enrolled in an MHP contact Medicaid Beneficiary Help Line at: 800-642-3195 or TTY: 866-501-5656. *These are not numbers to call and arrange a ride*
- If you are not covered under an MHP:
 - Residents of Wayne, Oakland, or Macomb counties contact LogistiCare Solutions at: 866-569-1902.
 - If you do not live in Wayne, Oakland, or Macomb counties contact your local MDHHS office. MDHHS office locations and phone numbers may be found at: www.michigan.gov/dhs-countyoffices

Making a Complaint

To lodge a complaint about LogistiCare Solutions contact: 866-569-1903 or the Beneficiary Help Line at: 800-642-3195

Denial and Appeal Process

If you requested a ride and one was not scheduled, ask yourself these questions:

- Did you request a ride for a specific medical appointment from your MDHHS worker?
 - It may take up to 72 hours (3 days) to receive response to your request
- Did you receive a denial notice stating that you are NOT eligible for the requested medical transportation?
 - The reason for the denial must be included
 - It must include an explanation of your appeal rights

If your request for medical transportation was denied, you may wish to appeal:

- Read the denial notice carefully and if you have any questions contact your MDHHS caseworker.
- If you do wish to appeal, be sure to follow all deadlines found in the denial and appeal rights notice.
- For more assistance, you may wish to contact an attorney. Check with your local Legal Services or Legal Aid.

Even if you don't receive a denial notice, you may still request a hearing by contacting the Michigan Administrative Hearing System (MAHS).

Send request to:

**Michigan Administrative Hearing System for the Department of Health and Human Services
PO Box 30763, Lansing, MI 48909**