



AGENCY FOR HEALTH CARE ADMINISTRATION  
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[www.AHCA.MYFLORIDA.com](http://www.AHCA.MYFLORIDA.com)

092018

AGENCY FOR HEALTH CARE ADMINISTRATION

# MEDICAID TRANSPORTATION SERVICES



Medicaid covers non-emergency transportation services for Medicaid eligible recipients who have no other means of transportation available to Medicaid covered services. Medicaid also covers medically necessary emergency ground or air ambulance transportation.

Some limits apply.

Transportation is covered by all health plans serving Medicaid enrollees.



## NON-EMERGENCY TRANSPORTATION

Medicaid will pay for non-emergency transportation services for a Medicaid eligible recipient who has no other means of transportation to a Medicaid covered service.

Here are some examples of where Medicaid will transport you using non-emergency transportation services:

- Doctor Appointments
- Dental Appointments
- Mental Health Appointments
- To receive Dialysis Services
- To receive services at a Prescribed Pediatric Extended Care (PPEC) Center

Your health plan covers transportation to all dental services provided by your dental or health plan

## EMERGENCY TRANSPORTATION



Medicaid will pay for medically necessary emergency ground or air ambulance transportation for a Medicaid eligible recipient requiring emergency transportation services.

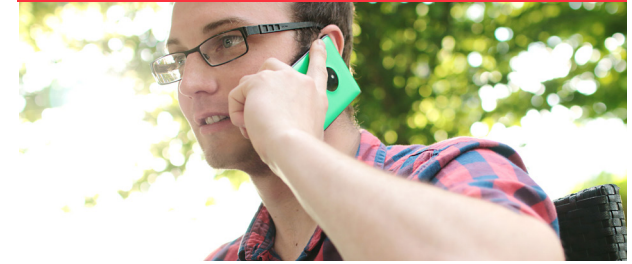
## COMPLAINTS

If you have a complaint about your transportation trip, you should call your transportation provider, not the driver.

If your transportation provider is not able to resolve your problem, call our Medicaid Helpline at **1-877-254-1055** to file a formal complaint. You may also visit

<http://ahca.myflorida.com/Medicaid/complaints/> to file a complaint.

## HOW TO SCHEDULE A NON-EMERGENCY TRANSPORTATION RIDE



1. If you are enrolled in a health plan, call your plan to find out the name and telephone number for your transportation provider if you need a ride to a doctor's office, dental office or clinic.
2. If you are enrolled in a dental plan, you will need to call your health plan to find out the name and telephone number for your transportation provider if you need a ride to the dentist.
3. If you are not enrolled in a health plan, call our Medicaid Helpline at **1-877-254-1055** to find out the name and telephone number for your transportation provider.
4. You should call the transportation provider to schedule a ride at least **3 business days** before your appointment.
5. You should give the transportation provider the following information for the individual who has the appointment and needs transportation:
  - Full name
  - Medicaid Identification Number
  - Address (Pick up and Drop off Locations)
  - Date of Birth
  - Name of Health Plan (If You Are Enrolled in a Plan)
  - Date and Time of the Medical Appointment
  - Phone Number

The transportation provider may ask questions to make sure they send a vehicle that meets your needs. You may have a personal care attendant or escort travel with you if it is medically necessary. Be sure to call the transportation provider right away if your appointment is canceled or is changed to a different date or time.