

Update!

Non-Emergency Medical Transportation (NEMT) Changing from One Call to MTM



Beginning May 1, 2022, WellCare of North Carolina will have a new non-emergency medical transportation (NEMT) vendor. It's called Medical Transportation Management, Inc. (MTM).



This will not stop your ride services to your appointments.
There is nothing for you to do. You can still set up your rides by calling **1-877-598-7602**.




We know how much you depend on a ride service that you can trust.
We want you to know that your services and benefits will not change.



What Types of Appointments Can You Get with This Benefit?

- ✓ Medical, dental & vision
- ✓ Behavioral health
- ✓ Prescription pick-up following primary care provider (PCP) appointments

 Not sure if your appointment qualifies? Call Member Services at **1-866-799-5318** (TTY: 711).

 Visit www.WellCareNC.com/NEMT to learn more.

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Am I Eligible for NEMT Benefits?

To be eligible to receive this benefit, you must:

- ✓ Be a WellCare of North Carolina member at the time of service
- ✓ Be traveling to/from an approved appointment or service
- ✓ Be receiving service from the nearest matched medical provider(s) for Medicaid-covered services



Questions about your NEMT eligibility? Please call Member Services at **1-866-799-5318** (TTY: **711**). If you have a Care Manager, they will be able to help answer your NEMT questions, too.

Key Things to Remember about NEMT.

- Drivers will wait up to five (5) minutes after they arrive to pick you up.
- Type of transportation depends on your level of need. It can be in taxis, vans, mini-buses, mountain area transports, public transportation or personal vehicles.
- If you no longer need a ride to an appointment, please let MTM know at **1-877-598-7602**. They can release the scheduled driver.

Auxiliary Aids and Interpreter Services

You can get free materials in large print and other auxiliary aids and services. Call **1-866-799-5318 (TTY/TDD 711)**. If English is not your first language, free interpreter services are available. Call **1-866-799-5318 (TTY/TDD 711)**.

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-866-799-5318 (TTY/TDD 711)**. Si el inglés no es su lengua nativa, dispone de servicios gratuitos de interpretación. Llame al **1-866-799-5318 (TTY/TDD 711)**.

中国人 (Chinese): 您可以免费获得各种资料的大字版以及其他辅助工具和服务。请致电 **1-866-799-5318 (TTY/TDD 711)**。如果英语不是您的首选语言，我们提供免费的翻译服务。请致电 **1-866-799-5318 (TTY/TDD 711)**。