

# Medical Non-Emergency Medicaid Transportation

## Intake Process

You can call 24 hours a day, seven days a week. Needed rides can be scheduled 24 hours a day, seven days a week. Call at least five days in advance of your appointment. Have specific documents ready when you call (Medicaid number or Medicaid Plan ID, date and time of appointment; pick up and drop off addresses, etc) Virginia Department of Medical Assistance Services

<http://www.dmas.virginia.gov>

<https://www.dmas.virginia.gov/#/nemtsservices>

## Main

(804) 786-7933

600 E. Broad Street, Suite 1300

23219 VA

United States

## Fee Structure

Fee Range

Payment Method(s)

Medicaid

Languages Spoken

English

If you have Fee-For-Service (FFS) Medicaid, Managed Care Organization (MCO), Commonwealth Coordinated Care (CCC), or Commonwealth Coordinated Care Plus (CCC+) you may be eligible for Non-Emergency Medical Transportation (NEMT) services. This service will take you to Medicaid-covered services such as medical and health care appointments, supported employment, and day support programs.

- Please note that not all Medicaid plans have transportation benefits.
- Non-Emergency Transportation services vary in each community.

If you qualify for transportation benefits your ride is free. Please contact the FFS Transportation Broker, MCO, CCC, or CCC+ plan to ask questions, make reservations, or make a complaint. Link to current [reservation and ride assist telephone numbers.](#)

Service Area(s)

Statewide

Email

[DMAS-Info@dmass.virginia.gov](mailto:DMAS-Info@dmass.virginia.gov)