Non-Emergency Transportation (NET)
COVID-19 Member Guidance

**Question:** Is NET still available for my appointments?

**Answer:** Governor Mills has requested that we encourage you to reschedule all non-urgent appointments to reduce exposure to COVID-19 for you, your healthcare providers, and the NET drivers.

**Question:** If I need to go to the doctor for COVID-19 evaluation or testing, will I be able to take NET?

**Answer:** We recommend that all MaineCare members follow the CDC’s advice if you feel sick or believe you have been exposed to COVID-19: call your health care provider before going to your primary care practice or any other healthcare facility. Should your health care provider advise you to go in for testing or evaluation, NET will arrange for your transport to an emergency department using an ambulance. Please alert the broker of the reason for your trip when you call to schedule the ride so that brokers can appropriately plan for your trip. If you have COVID-19 and require emergency care, call 911.

**Question:** If I have or might have COVID-19 but I need to go to an essential medical appointment like dialysis or infusion, will I be able to take NET?

**Answer:** Before requesting a trip, call your health care provider to explore whether any in-home services may be an appropriate alternative to visiting a health care facility. If there are no in-home options, NET will arrange for your transport using an ambulance. Please alert the broker that you have or might have COVID-19 when you call to schedule the ride so that brokers can appropriately plan for your trip.

**Question:** If I am sick, will I be able to take NET?

**Answer:** We recommend that all MaineCare members follow the CDC’s advice if you feel sick, especially with symptoms that are common to COVID-19 (e.g. fever, cough, difficulty breathing, or sore throat): call your health care provider before going to your primary care practice or any other health care facility. If your health care provider tells you to go into the office, NET will arrange for your transport using an ambulance. Please alert the broker that you are sick when you call to schedule the ride so that brokers can appropriately plan for your trip. If you require emergency care, call 911.
Question: How are the NET brokers and transporters preparing for COVID-19?

Answer: Brokers have implemented cleaning protocols for transporters and drivers to keep vehicles sanitized. To limit close contact, brokers are discontinuing their practice of having MaineCare members sign the trip log.

Question: If there is a driver shortage, will NET have to prioritize some trips over others?

Answer: The Department is looking closely at contingency planning for a scenario in which there are not enough drivers to meet the demand for rides. We encourage members to take advantage of mileage reimbursement that brokers offer for volunteer drivers (e.g. friends, family, and neighbors).