



## Non-Emergency Transportation Questions and Answers

**Question:** What if I need Emergency transportation?

**Answer:** If you need emergency care, call an ambulance. Emergency care means there is a risk to your life or long-term health. Brokers do not arrange emergency transportation. If you need urgent care, you can call the broker. Urgent care means you need to see your doctor soon, but it is not an emergency. If you need urgent care, the broker will arrange transportation, even if you did not call two (2) business days in advance. Talk to the broker about what is allowed for urgent transportation.

**Question:** What kind of transportation can I receive?

**Answer:** If you are eligible for transportation services, the broker will decide the best way to get you to your MaineCare covered appointment or service. The broker may provide transportation services in one of these ways:

- Paying you for mileage from your home to your appointment and back if you use your own vehicle.
- Paying a friend or family member for mileage from your home to your appointment and back if he/she brings you.
- Giving you a pass or fare if you use public transportation such as a bus, train, or ferry.
- Setting up a ride to your appointment and back with a volunteer.
- Setting up a ride to your appointment and back with an agency.
- If you have special medical needs, setting up a ride to your appointment and back in a specialty vehicle, such as a wheelchair van.
- In certain cases, the broker may set up a ride to your appointment and back with a taxicab.

The broker must follow MaineCare rules about what type of transportation they offer you. You must use whatever type of transportation the broker provides unless there is a health reason not to and a letter of medical necessity is sent to the broker from your doctor.

**Question:** What information may the broker ask me for?

**Answer:** The broker needs to determine that you are enrolled in MaineCare and that the trip is to a MaineCare covered service. The broker may call the service provider to verify information about any trip. They may call to verify that the appointment was scheduled or that the appointment took place. The broker may ask questions such as:

- Your name, address, MaineCare ID number, etc.
- If you have a vehicle.
- Basic information about the appointment, such as the name and address of the building or office where your appointment is or if it's a medical, dental, or specialist (such as orthopedic) appointment.
- When you are eligible to get transportation to a service that is not always covered by MaineCare (such as a trip to a fitness center, or a socialization event), the broker may ask questions to make sure the trip is in your plan of care. The broker may contact your case manager to make sure service is in your plan of care. The broker may ask what doctor you are going to see, but not about your medical diagnosis or about the specific treatment you receive.

**Question:** Can I bring someone with me on the ride to my appointment?

**Answer:** If you need to bring someone to help you at your appointment, your health care provider will need to fax a letter of medical necessity to the broker covering your town saying that you must be accompanied by an escort due to a medical need.

**Question:** Can I bring my child with me on the ride to my appointment?

**Answer:** You should make every effort to arrange childcare if you need it. The broker may not be able to set up the trip so that you can bring your children with you.

**Question:** What if I have a complaint regarding the ride I received?

**Answer:** You may contact the broker in your region and file a complaint. If you would like a response from the broker you must request a follow up call. If you do not receive a satisfactory response you can call Member Services at 1-800-977-6740 and request to file a complaint against the broker.

**Question:** I have Medicare and MaineCare. Will I still be eligible for Non-Emergency Transportation services?

**Answer:** If you have a full MaineCare benefit plan, you may be able to get transportation services paid for by MaineCare, if you are eligible. If you are on the Medicare Savings Program (such as QMB, SLMB and QI) and you do not have full MaineCare, you are not eligible to have MaineCare pay for transportation.

**Question:** How do I schedule school-based Non-Emergency Transportation services?

**Answer:**

Parents: If your child has a service listed on their Individualized Education Plan (IEP), or Individualized Family Service Plan (IFSP) and needs transportation to get to and/or from the medical appointment, it is the school or contracted provider's responsibility to arrange this.

Please contact your student's school administrator first with any questions or concerns regarding specific transportation issues. If you need additional assistance please email [MaineCareinEducation.DHHS@maine.gov](mailto:MaineCareinEducation.DHHS@maine.gov) or contact Trista Collins, State Medicaid Educational Liaison, at 207-624-4094.

Schools: To initiate new transportation requests, please email [MaineCareinEducation.DHHS@maine.gov](mailto:MaineCareinEducation.DHHS@maine.gov) to obtain the necessary forms and instructions.

For more information about school-based transportation, visit our [School-Based Services webpage](#).