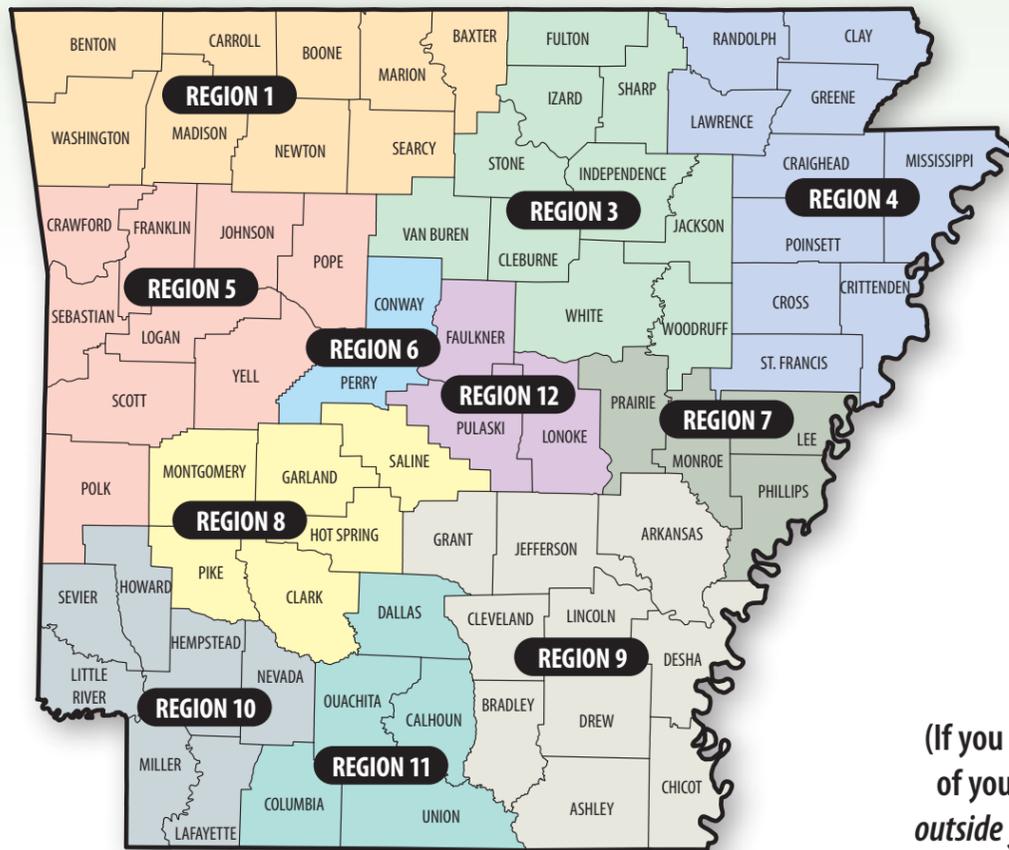


Find the county where you live on the map to see which broker to call for a ride.



For example, if you live in Pulaski County, you live in Region 12.

Each region has a **“transportation broker.”** This is the company you must call to schedule a ride.

(If you need to see a specialist outside of your region, see “If you must travel outside your region...” in this brochure.)

REGION 1: • LeFleur..... 1-855-548-4517	REGION 7: • Mid-Delta 1-800-569-3359
REGION 3: • Area Agency on Aging of Western Arkansas 1-855-305-4157	REGION 8: • Central Arkansas Development Council 1-800-385-9992
REGION 4: • Southeastrans 1-866-539-0714	REGION 9: • Area Agency on Aging of Southeast Arkansas..... 1-866-501-7328
REGION 5: • Area Agency on Aging of Western Arkansas 1-888-783-6632	REGION 10: • Southwest Arkansas Development Council, Inc. ... 1-888-772-5773
REGION 6: • Area Agency on Aging of Western Arkansas 1-800-568-9987	REGION 11: • Central Arkansas Development Council 1-800-385-9992
	REGION 12: • Southeastrans 1-855-223-1225

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 Medicaid Managed Care Services
 A Division of AFMC

Will Medicaid give me a ride to my doctor?

A GUIDE FOR ARKANSAS MEDICAID BENEFICIARIES USING THE NON-EMERGENCY TRANSPORTATION (NET) SERVICE




 Medicaid Managed Care Services
 A Division of AFMC
www.afmc.org/mmsc
ARKANSAS DEPARTMENT OF HUMAN SERVICES

How can Medicaid help me get a ride to my doctor?

Medicaid's Non-Emergency Transportation program, or NET, gives rides to and from some Medicaid-covered health care services.

How do I qualify for NET services?

- ✓ You must be **enrolled with Arkansas Medicaid.**
- ✓ You must have **no other means of transportation.**
- ✓ You should first **try to find a ride with family or friends.**
- ✓ You should **go to the Medicaid provider closest to you, in most cases.**

How do I arrange a ride?

The map enclosed in this booklet shows you whom to call for a ride. The person you call is your "transportation broker." You can call between 8 A.M. and 5 P.M., Monday through Friday, to schedule your ride, except on state holidays.

To arrange a ride, you must call your broker at least 48 hours before your doctor's visit. Weekends and holidays don't count. This means that if your appointment is on:

- ✓ **Monday, call by Thursday.**
- ✓ **Tuesday, call by Friday.**
- ✓ **Wednesday, call by Monday.**
- ✓ **Thursday, call by Tuesday.**
- ✓ **Friday, call by Wednesday.**

What will my broker need from me before giving me a ride?

- ✓ You must **have your Medicaid ID.**
- ✓ You need to **tell the day, time and place of your appointment.**
- ✓ You must **give them 48 hours' notice.**
- ✓ You must **be ready when they arrive.**

What if my doctor says I need care right away, every week, or in another part of the state?

- ✓ **If you must travel outside your region to see a specialist...**

Your doctor must provide your broker with a referral for you to travel outside your region to see a specialist.



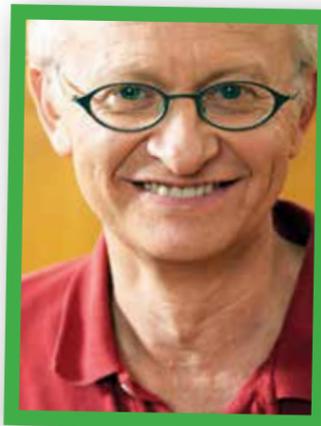
- ✓ **If you need an urgent appointment...**

If your doctor feels your health needs are urgent, your broker should not require 48 hours' notice. Ask your doctor to fax your broker a request to waive the 48-hour rule. You or your doctor can call the broker to get a fax number.

- ✓ **If you have appointments at the same time each week...**

Call your broker and ask them if they will set up a regular schedule for you. Some brokers will do this. Brokers are listed by county on the next page of this brochure. Do not call your driver or the owners of the van.

If there is a week when you do not need a ride, call your broker at least 48 hours before they usually come to pick you up. Tell them you do not need a ride that week.



- ✓ **If you have more than one appointment in a day...**

Your broker should take you to all of your appointments. You still must give them a 48-hour notice.



What if my ride doesn't show up?

First, call your broker and report the problem. Then call the Medicaid Non-Emergency Transportation (NET) Help Line at 1-888-987-1200. This is a FREE call.

When should I call the NET Help Line?

The NET Help Line is 1-888-987-1200 or TDD/TTY 1-888-285-1131. Call if you have questions, complaints, or comments about the NET program. This toll-free service is operated by Medicaid Managed Care Services (MMCS).



Write your information down and keep it by your phone.

MY TRANSPORTATION BROKER IS:

MY BROKER'S PHONE NUMBER IS:

MY MEDICAID I.D. NUMBER IS:

If you have a problem with the NET Program, call your broker first. If your broker can't help, call the **NET Help Line** toll-free at **1-888-987-1200** or **TDD/TTY 1-888-285-1131.**

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