

# Non Emergency Medicaid Transportation

## Age Requirements

18 and over

## 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 your Medicaid number or plan ID ready as well as information about your day and time of appointment, destination, etc.

Virginia Department of Medical Assistance Services

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

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

## 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 supported employment and day support programs and medical and health care appointments.

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