



# Medicaid Non-Emergency Medical Transportation (NEMT) Guide

For Virginia Optima Health Medicaid Members



*Let's  
Ride!*

 [www.verida.com](http://www.verida.com)

***Connecting Life to Health***

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## Our Mission

*To provide transportation management solutions that deliver the highest levels of quality and satisfaction to our consumers, while offering exceptional value, performance, and responsiveness to our contracting agencies.*

# Virginia Medicaid Non-Emergency Medical Transportation Program at a Glance

Non-Emergency Medical Transportation (NEMT) is provided to Virginia Medicaid members who require transportation assistance to Medicaid-billable healthcare services and have no other means of transportation.



*This is a shared-ride service. Therefore, you may be riding with other passengers picked up at or near your pick-up location.*

If you require extra assistance for a medical reason, you may request one adult escort to accompany you. Your escort **MUST** be present at your pick-up and drop-off location. **Escorts MUST be requested when scheduling the appointment.**



*Transportation services are available in your home community. Travel outside your home community is available only when you need specialized services that are not available within your community.*





# Making Transportation Arrangements for Members

Call Verida to arrange transportation services to covered medical appointments at least 5 business days in advance of the appointment date. You can schedule trips up to 30 days in advance (business days do not include Saturday, Sunday, and approved state holidays).

## When Scheduling Transportation...

Please have the following information ready for the Customer Service Representative when you call:

- Your full name, phone number, address, date of birth, and COUNTY of residence
- Your Medicaid number as it appears on your Medicaid Card
- An emergency contact's name and phone number
- Specify any special needs (oxygen, escort) when scheduling an appointment



## Member Portal

As an option, you can schedule your trips using our member portal. Scan QR code to go to Member Portal now.



## Virginia SERVICE AREAS





## Helpful Hints for Members

- A recurring trip (your appointments occur 2 or more days a week, lasting more than 6 weeks), or standing order may be requested by a facility by completing a **Standing Order Form\*** in its entirety. This form must be signed by both the member/member representative and a facility representative.
- Standing orders are recertified every 3 to 6 months depending on the type of treatment you are receiving.

\*Forms are available at [www.verida.com](http://www.verida.com) or call a representative.

## Making Transportation Arrangements for Members (Cont.)

*Please have the following destination information available..*

- The address, phone number, and name of your doctor and the medical facility where you are being transported
- Your mobility status (walking, wheelchair, BLS/ALS ambulance)\*\*
- Your room number (for BLS/ALS only)
- An emergency contact's name and phone number

**\*\*** You will not be allowed to remain on the transportation provider's stretcher while receiving treatment. The transportation provider must leave you at your appointment destination and will return when you notify them that you are ready for return transportation.

### Not Ready or Unable to Attend an Appointment

- If you are not ready upon driver's arrival, driver will only wait 10 minutes.
- If you are unable to attend your appointment, please cancel by calling Verida **BEFORE** the pick-up time.
- You **MUST CALL** the call center after your appointment is complete to **REQUEST PICK-UP**. Provider has **FORTY-FIVE MINUTES** from pick-up request time to return to your location.





## Transportation Provider Standards

- Drivers should be wearing an ID badge.
- Transportation vehicles should be marked with their company name.
- Transportation is considered on time if you arrive within 15 minutes of your scheduled pick-up time.
- When picking-up, drivers are only authorized to wait 10 minutes.
- Provider has forty-five minutes from your "I am ready to return home" call to pick you up.
- Drivers must transport safely and follow all traffic laws.

***If the provider fails to meet any of these standards please contact Verida.***

### Key Contact Information:

To talk to someone about your transportation experience, please contact:

**Customer Service:** Phone: **1-877-892-3986**

**Where's My Ride/Ride Assistance is 365/24/7**

**Hours of Operation:** Monday – Friday 6:00 am – 6:00 pm

### Members Who are Hearing Impaired

Dial 7-1-1 or Use Your Preferred Relay Service to Reach Us at **TTY 1-866-246-9300**

**ATTENTION:** If you do not speak English, language assistance services, free of charge, are available to you.

**Call TTY: 1-866-246-9300**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al **TTY: 1-866-246-9300**



### The Verida Team

*While Verida strives to provide the highest level of service possible, we realize unforeseen things can happen. Contact us should you have any questions.*





## At Our Core

*Verida believes in building a better service for you...results:*

**Member  
Focused**

**Forward  
Thinking**

## Frequently Asked Questions

### **Q. What if the vehicle is more than 15 minutes late?**

**A.** Call the Dispatch Center toll-free at (866) 246-9300; choose option 1 and then option 2 to speak with a dispatcher.

### **Q. What is Urgent Care?**

**A.** Urgent care transports are trips that must occur without the normal 5-day notice. For example, a hospital discharge or admission could be considered urgent care. If your doctor calls and requests that you come to his office immediately because of an illness or other matters that cannot wait, you are eligible for an urgent care transport.

