

Mercer County
Non-Emergency Transportation (NET)
Fact Sheet

What is Non-Emergency Medical Transportation (NET)?

Non-Emergency Medical Transportation or NET is available to persons in receipt of Medicaid. The service provides transportation services to and from Medicaid covered medical appointments. The service is free of charge for those who are eligible. When applicable, Medicaid consumers must utilize the transportation available through their Medicaid managed care plan.

Scheduling

To schedule transportation you will need to call 419-790-9986. Trips are scheduled on a first come first serve basis. Requests and arrangements for NET are processed during the agency's normal business hours of 7:00 AM to 5:00 PM on Mondays, 8:00 AM to 4:30 PM for Tuesday through Thursday and 8:00 AM to 3:00 PM on Fridays. Requests may be made by a consumer or a consumer's authorized representative. All requests must be made 10 working days prior to the appointment unless: consumer is ill or injured and requires Medicaid approved service before 10 working days or the Medicaid provider schedules a medically necessary follow-up appointment sooner than 10 working days.

Guidelines

If the recipient must cancel the transportation for some reason, the MCDJFS **MUST** be notified within 3 hours of the arranged time of the transport

The driver will wait 5 minutes at the pick-up location

The consumer must be able to get into and out of an agency vehicle unassisted

Attendants are permitted to accompany the participant in the transportation vehicle, when found medically necessary

A parent or legal guardian **MUST** accompany any Medicaid consumer who is under the age of 18

Families must provide child safety seats for young riders

Drivers cannot, under any circumstances, enter a consumer's home

Driver cannot sign consumers out of medical facilities

No smoking, eating, drinking, profanity, weapons, drugs, alcohol or disruptive behavior is permitted in the vehicle

Cancelations may be made in the event of inclement weather, vehicle problem or driver illness

MISUSE OF NON-EMERGENCY TRANSPORTATION SERVICES

MCDJFS will address the misuse of NET services by participants by completing the following:

1. If a consumer who has telephone access fails, without good cause, on at least three occasions during a three month period either to use transportation arranged by the MCDJFS through NET or to cancel the service properly (within 3 hours of the arranged time of transport), then MCDJFS may require the consumer to confirm all subsequent appointments by telephone for three consecutive months.
2. The MCDJFS will assess the consumer's situation prior to establishing the consumer acted without good cause and prior to proceeding with a telephone confirmation requirement.
3. The MCDJFS will notify the consumer of the telephone confirmation requirement in writing prior to implementing a telephone confirmation requirement. The notification will include the following information:
 - a. The telephone confirmation requirement beginning date
 - b. The telephone confirmation requirement ending date
 - c. The reason for the telephone confirmation requirement, including the date of the three consecutive occasions on which the consumer failed to use scheduled transportation and the reason why it was determined that the consumer acted without good cause.
 - d. The behavior the consumer is to demonstrate in order to successfully complete the telephone confirmation requirement
 - e. The name, telephone number, and address of the MCDJFS contact employee

Contact

Please contact Elizabeth Rinderle, Administrator, at 419-586-5106 x option 3 then option 1 or Elizabeth.Rinderle@jfs.ohio.gov if you have any concerns regarding your transportation services.