

Non-Emergency Transportation Program
Job Center: 1111 S. Edwin C. Moses Blvd Dayton, Ohio 45422
NET Ride Line: (937) 225-5419
NET Fax Number: (937) 225-5963
www.mcohio.org

# **Non-Emergency Transportation (NET) Rules**

#### I Wo criteria must be met to receive NET services;

- 1. The applicant must reside in Montgomery County/have an active Montgomery County Medicaid case, and
- 2. The applicant must be traveling to a Medicaid provider and receiving a Medicaid reimbursable service.

You will receive a letter of determination in the mail once your application has been processed. The letter will indicate what mode of transportation you have been approved for and give basic instructions on how to obtain your mode of transportation.

Per OAC 5160-15-11 the most cost-efficient mode of transportation <u>must</u> be utilized whenever possible.

#### Mode of Transportation Guidelines

Cab/van - (contracted curb-to-curb and door-to-door service) This is our standard method of transportation. If you do not meet the requirements to receive a bus pass and are not approved for Project Mobility, you will be approved for this mode of transportation. Door-to-door service is available for those riders who may need it due to the need for mobility aides.

Bus passes - If you can ride the bus, and the cost of riding to and from the Medicaid provider exceeds the cost of a monthly bus pass, you will be issued a bus pass for your appointments. If you receive a bus

pass, you may call the Ride Line to schedule out-of-county Medicaid reimbursable appointments only. \*Bus passes can be picked up at The Job Center cashier window and are not replaced if reported lost/stolen.

# Non-Emergency Transportation (NET) Rules Cont...

Project Mobility Tickets - To receive Project Mobility tickets you must already be approved for the Project Mobility program and you must submit a copy of your current Project Mobility ID along with your NET application. Customers eligible for Project Mobility will receive an appropriate number of Project Mobility tickets to cover the cost of transportation to Medicaid providers. Project Mobility tickets are sent in the mail. \*Project Mobility tickets are not replaced if reported lost/stolen.

Once approved for cab/van NET service, you must call (937) 225-5419 and select option 1 to speak to the transportation broker and schedule your transportation. Any trip should be requested at least five (5) business days prior to the appointment.

When scheduling an appointment, the following information must be provided:

- Name
- Social Security number
- Date(s) and time(s) of appointment(s) for the entire month, if possible
- Origin and destination of transport, including pick up address (with apartment number and zip code), and destination address (including building name, office number and zip code)
- Name of physician
- Type of mobility aide (if used), including folding wheelchair, cane, sight dog, etc.
- An additional rider must be preapproved and deemed medically necessary, and they will not be transported anywhere individually.

#### No Strow Procedure

You must cancel all scheduled cab and van trips a minimum of three (3) working hours prior to the scheduled pick up time. If you have a phone and miss three (3) consecutive trips without good cause, you may be required to confirm all subsequent trips a minimum of three (3) working hours before each appointment for the next 90 days or the transportation may be cancelled.

#### Children

The expectation is a minor child will have an accompanying adult when transported to a medical appointment. The accompanying adult must be picked up/dropped off at the same location as the child.

### Agorogriate Behavior.

All riders must act respectfully and appropriately while using NET transportation services. All riders must in no way compromise the safety of themselves or anyone involved in the transport. Behaviors that risk harm to self, others or property may result in suspension from NET transportation services.

A violation of any of the above rules may result in a suspension of Non-Emergency Transportation services.



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NON-EMERGENCY TRANSPORTATION (NET) REQUEST FORM

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<u> </u>	remate	Date of Birth	SSN	
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1CDJFS #9690-B (Rev. 8/2016)



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Patient Name	SSN
Address	Date of Birth
City, State, & Zip Code	Phone#
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