



Non-Emergency Transportation (NET)

Program Overview

NET services are provided to Nevada Medicaid recipients to access medically necessary Medicaid covered services. Non-emergency transportation is arranged by the Medicaid NET broker using various transportation providers and transportation modes throughout Nevada. For more information, please visit the Division of Health Care Financing and Policy webpage at www.dhcfp.nv.gov or send us an e-mail at transportation@dhcfp.nv.gov.

Am I Eligible for NET Services?

Medicaid Fee-for-Service (FFS) and Managed Care Organizations (MCO) recipients are eligible to receive NET services. Nevada Check Up, Qualified Medicare Beneficiaries (QMBs) and Specified Low Income Medicare Beneficiaries (SLMBs) recipients are not eligible for NET services. To see if you are eligible for NET services, please call Medicaid's NET broker customer care center at 1-844-879-7341.

Did You Know...

Did you know you can get transportation services to routine doctor visits and urgent doctor visits?

Routine medical appointments may require up to five (5) business days notice. Urgent trips, such as hospital discharges or urgent care visits, do not require five (5) business days notice.

Did you know you can also get transportation and accommodations, as necessary, for out-of-area medical appointments?

For prior authorized medical appointments 101 miles or more away from home, the NET broker must be notified 14 days before the travel date. You may also qualify for lodging as necessary. The recipient is required to make use of any low-cost accommodations available, such as Ronald McDonald houses. If the recipient does not have access to any low-cost accommodations, the NET broker will arrange for lodging. The most cost-effective lodging is arranged and paid for by the NET broker prior to travel. Meal reimbursement may also be available.

Did you know Medicaid has different modes of transportation?

Nevada Medicaid requires the NET broker to provide the appropriate and most cost-effective mode of transportation based on the recipient's medical condition. The most cost-effective mode may vary based on the recipient's location in Nevada and where they need to be transported. The modes available in Nevada include:

- Fixed route bus service or ADA paratransit (door-to-door) where available
- Gas mileage reimbursement
- Sedan/van transportation
- Wheelchair capable vehicles, including vehicles with a ramp or hydraulic lift
- Community Drivers Program
- Stretcher vehicles
- Airline services
- Greyhound bus
- Amtrak rail services

How Do I Schedule My Transportation?

Nevada Medicaid's current NET broker is Medicaid Transportation Management (MTM). You can schedule trips by calling MTM's customer care center at 1-844-879-7341.