

# Get a free ride to your healthcare visits

with your MO HealthNet Managed Care plan

With your MO HealthNet (Medicaid) Managed Care health plan, you can schedule a free ride to your non-emergency healthcare visits. Call your health plan to learn more about your ride options.

## What is non-emergency medical transportation (NEMT)?

NEMT helps you get to and from your healthcare visits when you don't have another way to get there. Your Managed Care plan will give you the ride that meets your needs. You don't get to choose what kind of ride you will get.

NEMT may include:

- Public transportation, such as bus tokens
- Vans
- Taxis or other ride services, such as Uber



If you have a friend or neighbor who can give you a ride to your visit, your Managed Care plan may help pay for gas costs. Call your health plan to have this approved before your visit.



## How do I schedule a ride?

Call your health plan Member Services using the phone number on the back of your Managed Care plan member ID card. They will tell you what you need to do to schedule a ride.



**Call 3 days or more before your healthcare visit to schedule a ride.**

 **My Member Services phone number:**

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## What healthcare visits can I get a ride to?

NEMT can give you a ride to and from a healthcare visit if it is all of these:

- With a doctor or other healthcare provider that is in your Managed Care plan
- Near where you live – there are rules for how far NEMT will give you a ride
- For you to get a covered healthcare service, such as:
  - Visits with your primary care provider (PCP)
  - Visits to your OB if you are pregnant
  - Eye exams
  - Counseling
  - Therapy



## Tips for using NEMT

- Be ready on time for the pickup
- Know that the ride service can only go to 1 pickup location. For example, if your child has a doctor visit, you and your child need to be in the same location for pickup.
- If the ride service doesn't show up, call the number you used to set up the ride. Stay calm and explain the problem so they can help you.
- Call the ride service to cancel a scheduled ride if you don't need the ride anymore



## Learn more

- To read your Member Handbook, visit [bit.ly/MOCarePlans](https://bit.ly/MOCarePlans)
- To call your health plan, find the number on the back of your Managed Care plan member ID card

## Need more help?

Find free, virtual or in-person help from a trained assister near you. Visit [covermissouri.org](https://covermissouri.org) or call **800-466-3213** to set up an appointment.



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