

## Vehicle Repair Assistance

Assistance with vehicle repairs may be provided based on the unique circumstances of the customer's specific transportation needs.

## Travel Reimbursement

Reimbursement may be available for parking or highway tolls. Out of the community appointments which incur overnight lodging may be eligible for reimbursement, along with meals.

## Caregiver

Fairfield County Job and Family Services may obtain a caregiver to attend an appointment with a customer. The customer must provide written documentation from their physician stating this service is necessary in order for the customer to attend their appointment.

Assisting residents of Fairfield County to become more self-reliant and improve their quality of life by providing job skills enhancement, medical and financial assistance, and supportive services.

## Fairfield County Job and Family Services Mission Statement

To protect children and elderly, encourage family stability, and promote self-reliance for a stronger community.



Corey Clark, Director  
239 West Main Street • Lancaster, Ohio 43130  
(740) 687-7888 • fcjfs.org

Customers may request a county conference or a state hearing with the Ohio Department of Job and Family Services regarding their non-emergency medical transportation.

Operated under the direction of the  
Fairfield County Board of Commissioners:  
**Steven A. Davis • Jeff Fix • David L. Levacy**

Updated 5/27/21





# Non-Emergency Medical Transportation (NEMT) Medicaid Program

## Transportation Methods

The Fairfield County NEMT Program's primary methods of transportation are direct transportation provided by Fairfield County Job & Family Services (FCJFS) drivers or transportation provided through a contract with an external driving agency.

## Direct Transportation

Eligible individuals can receive direct transportation by FCJFS transportation specialists to medical appointments. Customers must be ready and available at their scheduled pick-up time. On initial pick-up, the driver will wait a maximum of 10 minutes for the individual to enter the vehicle.

## Contracted Transportation

FCJFS staff will schedule transportation with a contracted external driving agency to ensure that customers can attend their scheduled medical appointment.

# Non-Emergency Medical Transportation (NEMT) Medicaid Program

## Who is eligible?

- Individuals who have a current Medicaid Card for the same month as their Medicaid covered medical appointment (except MA-M, QMB only, SLMB, and QI-1)
- Individuals who are pregnant and have applied for Medicaid
- Individuals who need transportation to a Medicaid-reimbursable appointment

## How do I access NEMT services?

- Contact the transportation team at least five business days prior to your scheduled medical appointment
- Provide the name and social security number of the person attending the appointment
- The name of the medical provider, address, telephone number, and date and time of the appointment must be provided by customers to schedule direct transportation service
- Individuals should report all requests for special needs (i.e. car seats, attendants, or wheelchairs) upon scheduling their transportation
- Staff will determine the most cost-effective transportation method that matches the customer's medical condition and time constraints
- You must read, sign and return the NEMT rights and responsibilities form

Transportation may also be accessed through your Managed Care Provider:

### Managed Care Transportation

Buckeye: 1-866-246-4358  
CareSource: 1-800-488-0134  
Molina: 1-800-642-4168  
United Healthcare: 1-800-895-2017

## Contact the Transportation Team to Schedule or Cancel

Call (740) 652-7682 or 1-800-450-8845  
Request online at [www.FCJFS.org](http://www.FCJFS.org)  
Located at 239 West Main Street,  
Lancaster, Ohio 43130  
Open 8 a.m.-4 p.m., Monday-Friday

## Cancellation Policy

- Customers should report any changes or cancellations at least three hours prior to scheduled appointment time
- Cancellation number: (740) 652-7682
- If a transportation service is not canceled at least three hours prior to the scheduled appointment time, it is considered a "No Show"
- If a customer has three "No Shows" within a 30-day period, it is considered an occurrence
- Individuals will lose NEMT direct or contracted services for at least one month per occurrence

## General Information

- Only the customer who has the appointment will be provided transportation, unless the appointment is for a minor accompanied by a parent/guardian or a caregiver who has been deemed necessary by a medical provider
- Transportation drivers will wait up to 10 minutes for the customer to enter the vehicle
- Transportation may not be available on Saturdays, Sundays, or holidays
- Customers who are enrolled in a Managed Care Plan may be referred to them for transportation assistance