

How Do I apply for Medicaid Covered Transportation in Martin County, North Carolina ?

The three steps to apply for Medicaid Transportation are:

Step OneYou apply for Medicaid 1-252-789-4400 (Social Services)

Step TwoYou also apply for Medicaid Transportation 1-252-789-4460
(For DSS clients a "review" is the same as a recertification.)

Step Three.....You call Martin County Transit 1-252-789-4390
(To reserve your seat on the MCT vehicle after DSS approves Medicaid
Transportation for you.)

This is a "curb to curb" transportation service only.

Once you are approved for Medicaid and Medicaid Transportation then you will need to call Martin County Transit to reserve your seat on the public vehicle. (All three steps are required, and each must be approved for you to ride Martin County Transit.)

Social Services uses the public transportation system to help Medicaid recipients get to their Medicaid covered treatments and services. This transportation assistance is for clients who receive full Medicaid coverage. Keep the following in mind when you call Martin County Transit:

TO SCHEDULE A RIDE: Try to schedule your appointments between 8 am and 11 am Monday through Friday for best results. Call Martin County Transit at 1-252-789-4390 to inquire about MCT routes and schedules. For best results, give both MCT and DSS at least a 3 working day notice before your appointment date. MCT can book your appointments early up to 3 months in advance for out of county trips. This is important because there are only two trips per month for long distances such as Raleigh, Durham, Chapel Hill, New Bern, etc.

Please tell Martin County Transit if you are having a procedure that will take a long time (more than 2 hours). You must inform MCT how long the procedure, treatment, or service may take so public transportation can coordinate your ride home. Remember you must have an adult with you to attend to your discharge needs if you are having outpatient surgery. The hospital will not discharge you without having someone other than the MCT driver with you that day. MCT staff are not attendants. If you cannot move your wheelchair on your own, or you need other assistance, you are encouraged to bring a helper with you to ride on the van/bus. You are only allowed to take one adult with you on the van to help you. Your one adult helper rides for FREE to your appointment site and back to your home. (An "adult" helper is a person at least 18 years of age.) We always look forward to riding your attendant free for your comfort. MCT staff cannot provide assistance beyond the curb of your pick up and drop off.

TO CANCEL A MCT RIDE: You have to speak with a person at 252-789-4390 to cancel a ride. Do NOT leave a message on the MCT phone to cancel the ride. You must cancel by 5 pm the business day before your trip. (Monday's trips must be cancelled by 5 pm the Friday before.) Cancellation policy is enforced under the "no show" policy on the back. Do not cancel at the front door when the MCT van/bus drives up. This is a "no show" that puts your service at risk of a suspension.

Please call Social Services at 1-252-789-4460 if the Martin County Transit staff has said that you "needed a review" or if you have not done the "Medicaid Transportation application" yet.

“NO SHOW POLICY” FOR MEDICAID TRANSPORTATION:

The purpose of a no-show policy is to establish consistent rules and procedures to follow when a beneficiary misses a scheduled trip without good cause. Good cause consists of illness of the A/B, or illness/death of the A/B’s spouse, child or parent.

1. The county is required to explain the following no-show policy and provide a written copy of it to the beneficiary.

a. The beneficiary must be ready and at the designated place for pick up at the time required by the transportation vendor.

b. The beneficiary must call the number provided for trip requests to cancel scheduled transportation at least 24 hours in advance. Cancellations made less than 24 hours in advance may count as one “no-show,” unless there was good cause for the cancellation.

c. A first missed trip without good cause will result in counseling by phone, (by letter if the beneficiary cannot be reached by phone) that further missed trips may result in a suspension of transportation services for a period of thirty days. Document the phone conversation in the beneficiary’s NEMT file. See DMA-5125, Medicaid Transportation No-Show Notice for counseling letter.

d. A second missed trip within three months of the first missed trip will result in a telephone call (or letter if the beneficiary cannot be reached by phone) warning that the next missed trip will result in a suspension of transportation services for a period of thirty days. Document the phone conversation in the beneficiary’s NEMT file. See DMA-5125A, Medicaid Transportation No-Show Final Notice for warning letter.

e. A third missed trip within three months of the first missed trip will result in a suspension notice informing the beneficiary that transportation services have been suspended for 30 days. See DMA-5125B, Medicaid Transportation Suspension Notice.

f. Continue to follow the policy above after the suspension has ended.

Example: Raven Nevermore is a no show for scheduled NEMT appointments on March 16, April 22 and May 2. After counseling and warnings have occurred, Raven is suspended from transportation assistance for May 16 through June 14. Raven requests transportation services for an appointment on June 18. Untrue to her last name, Raven is a no-show for this trip as well. Raven can be suspended for another 30 days because she has missed three appointments in a three month span.

2. Exception to suspension for critical needs beneficiaries.
Critical needs beneficiaries, such as those receiving dialysis or chemotherapy, cannot be denied transportation to critical services, no matter how many transportation appointments they miss.

(See MA-2910 revised 12/01/12-CHANGE NO. 16-12)

(See also MA-3550 revised 12/01/12-CHANGE NO. 12-12)

Call Martin County Department of Social Services if you have questions about the “No Show” policy. Phone # 1-252-789-4400.

SEE OTHER SIDE FOR MORE DETAILS.

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