



SANDHILLS CENTER

Managing Mental Health, Intellectual/Developmental Disabilities and Substance Abuse Services
910-673-9111 (FAX) 910-673-6202 www.sandhillscenter.org Victoria Whitt, CEO

Non-Emergency Medical Transportation (NEMT)

➤ What is Non-Emergency Medical Transportation (NEMT)?

NC Medicaid is required to provide transportation to medical appointments for Medicaid eligible individuals who need and request assistance with transportation. Transportation will be available if the member receives a Medicaid covered service provided by a qualified Medicaid provider. Medicaid pays for the least expensive means suitable to the beneficiary's needs. Sandhills Center is required to provide NEMT for members enrolled in the Sandhills Center Tailored Plan that is appropriate for the member and to the nearest enrolled provider.

When you use NEMT, you will:

- Be able to arrive at the provider's location in time for the scheduled appointment but no sooner than one hour before the appointment.
- Not have to wait more than one hour after the conclusion of the treatment for transportation home.
- Not be picked up prior to the completion of treatment.
- Be able to request an appeal if the request for transportation assistance is denied.

DO YOU NEED A RIDE TO AN APPOINTMENT RELATED TO YOUR HEALTH CARE SCHEDULED FOR DECEMBER 1, 2022 OR LATER?

- Starting October 17, 2022, you can reserve a ride for these appointments through Sandhills Center by calling 1-800-256-2452.
- If you have an appointment before December 1, 2022 and need a ride and are enrolled in:
 - NC Medicaid Direct, please call your local DSS office. A list of locations can be found here: ncdhhs.gov/localdss
 - A Standard Plan, please call your Standard Plan. Contact information can be found here: ncmedicaidplans.gov/find/viewhealthplans

P.O. Box 9, West End, NC 27376
24-Hour Access to Care Line: 1-800-256-2452
TTY: 1-866-518-6778 or 711
Serving Anson, Davidson, Guilford, Harnett, Hoke, Lee,
Montgomery, Moore, Randolph, Richmond and
Rockingham counties



➤ How can a member arrange for NEMT?

Sandhills Center uses ModivCare for NEMT services.

Phone: 1-800-256-2452

Website: www.modivcare.com

- Please make transportation requests two (2) days in advance.
- Urgent transportation services do not require any advance notice.

To schedule transportation or for any questions, concerns, or assistance, please call Sandhills Center 1-800-256-2452.

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