



SD MEDICAID NON-EMERGENCY MEDICAL TRAVEL (NEMT)

October 2025



The South Dakota Department of Social Services

is one of the state's largest agencies with more than 1,500 employees working in 42 communities across South Dakota.

Our Guiding Principles



Focus on Impact:

We focus on important issues and challenges to maximize impact.



Customer Centric:

We treat customers with respect and provide a "no wrong door" approach.



Build Partnerships to Maximize Results:

We believe collaboration, teamwork, and partnerships are key to delivering results.



Develop Our People:

We promote professional growth and development by empowering staff.



About DSS

We are here to help children, families, individuals, seniors and people with disabilities through some of the most difficult times in their lives with the programs and services we provide.



Our Vision and Mission

Strong families – South Dakota's foundation and our future

The South Dakota Department of Social Services

is dedicated to
strengthening families to
foster health, wellbeing,
and independence.

The SD Medicaid NEMT Program

helps with eligible recipients with non-emergency medical travel. The program reimburse travel-related expenses such as mileage, lodging, and meals when recipients need to travel outside their city of residence for medically necessary care.

SD Medicaid Non-Emergency Medical Travel (NEMT)

- NEMT provides reimbursement for eligible travel costs for the recipient and one escort at the current rate of payment.
 - **Mileage**
 - Mileage must be outside of the recipient's city of residence, which is limited to the actual miles between the two cities and does not include miles driven within the city.
 - Only one mileage allowance is payable for each trip regardless of the number of recipients being transported.
 - Mileage is a reimbursable service only if a trip is completed.
 - Airline
 - Bus
 - **Per Diem**
 - Per Diem includes lodging and/or meals and is reimbursable when the provider is at least 150 miles from the recipient's city of residence and travel is to obtain specialty care or treatment that results in an overnight stay.

SD Medicaid Non-Emergency Medical Travel (NEMT)

Current Rate of Payment

The NEMT Program may reimburse for mileage, lodging and meals at the current rate of payment:

Mileage	:	\$0.66 per mile	
Per Diem	:	In-State Lodging:	\$110.00 per night
		Out-Of-State Lodging:	\$110.00 per night
		Recipient meals:	\$40.00 per day
		Escort meals:	\$40.00 per day

*****An additional \$40.00 per day will be paid for medically necessary escort, except when the recipient is an in-patient in a hospital or medical facility.*****

NEMT staff will work with the commercial carrier to pre-authorize and arrange the travel. Payment is limited to the actual cost of the fare.

SD Medicaid Non-Emergency Medical Travel (NEMT)

NEMT Eligibility

- The recipient must be enrolled in a medical assistance program that provides Medicaid coverage. Trips made prior to recipients' eligibility date are not eligible for reimbursement.

NEMT Requirements

- Travel must be to the closest medical facility or provider capable of offering the necessary services, unless the recipient has a referral or authorization from their medical provider.
- The service must be covered by SD Medicaid and provided by a medical provider enrolled in the medical assistance program.
- Trips to medical specialty providers other than a PCP (Primary Care Provider), HHP (Health Home Provider) or BabyReady Provider require a referral.
- NEMT must receive a completed reimbursement claim within six months following the month the service was provided.

SD Medicaid Non-Emergency Medical Travel (NEMT)

Travel to Primary Care, Health Home, BabyReady Provider, and Specialty Care

- **Primary Care, Health Home, or BabyReady Provider:**
Travel to the nearest provider is reimbursable. However, lodging and meals are not reimbursable.
- **Specialty Care:**
Travel to specialty providers requires a referral. Lodging and meals are reimbursable if the provider is 150 miles or more and if the trip involves an overnight stay.

SD Medicaid Non-Emergency Medical Travel (NEMT)

Out-of-State Travel Requirements

- Prior authorization must be approved before out-of-state travel expenses can be approved or paid by the NEMT Program.
- The services must be a Medicaid covered service, and travel must be to the closest medical facility or medical provider capable of providing the necessary services, unless otherwise authorized.

SD Medicaid Non-Emergency Medical Travel (NEMT)

NEMT Charitable Organization/Entity

A charitable organization or entity that has an agreement with the department to advance expenses for non-emergency medical travel services on behalf of SD Medicaid recipients.

A charitable organization or entity must not act as a community transportation provider for the same trip.

- Ronald McDonald House
- Children's Miracle Network
- Tribal Support Services

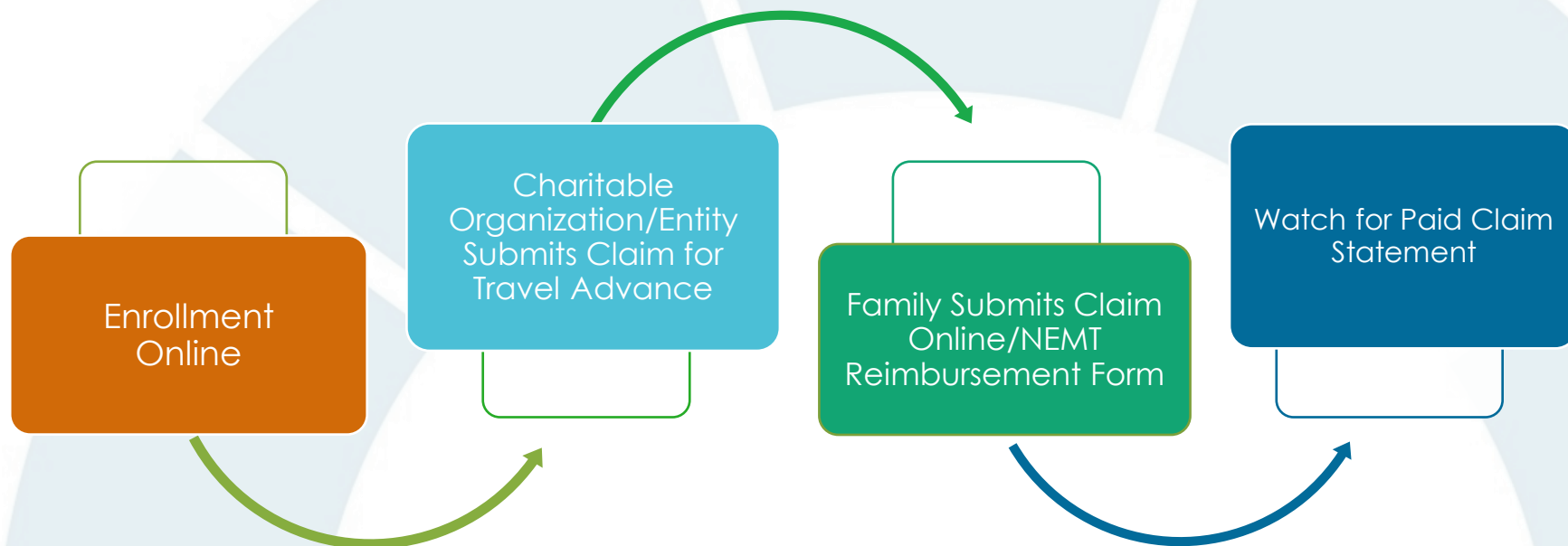
Organization/Entity must enroll online to NEMT Portal

Must enter a Direct Deposit Account

NEMT Provider Questionnaire/Agreement

SD Medicaid Non-Emergency Medical Travel (NEMT)

NEMT Charitable Organization/Entity Process



SD Medicaid Non-Emergency Medical Travel (NEMT)

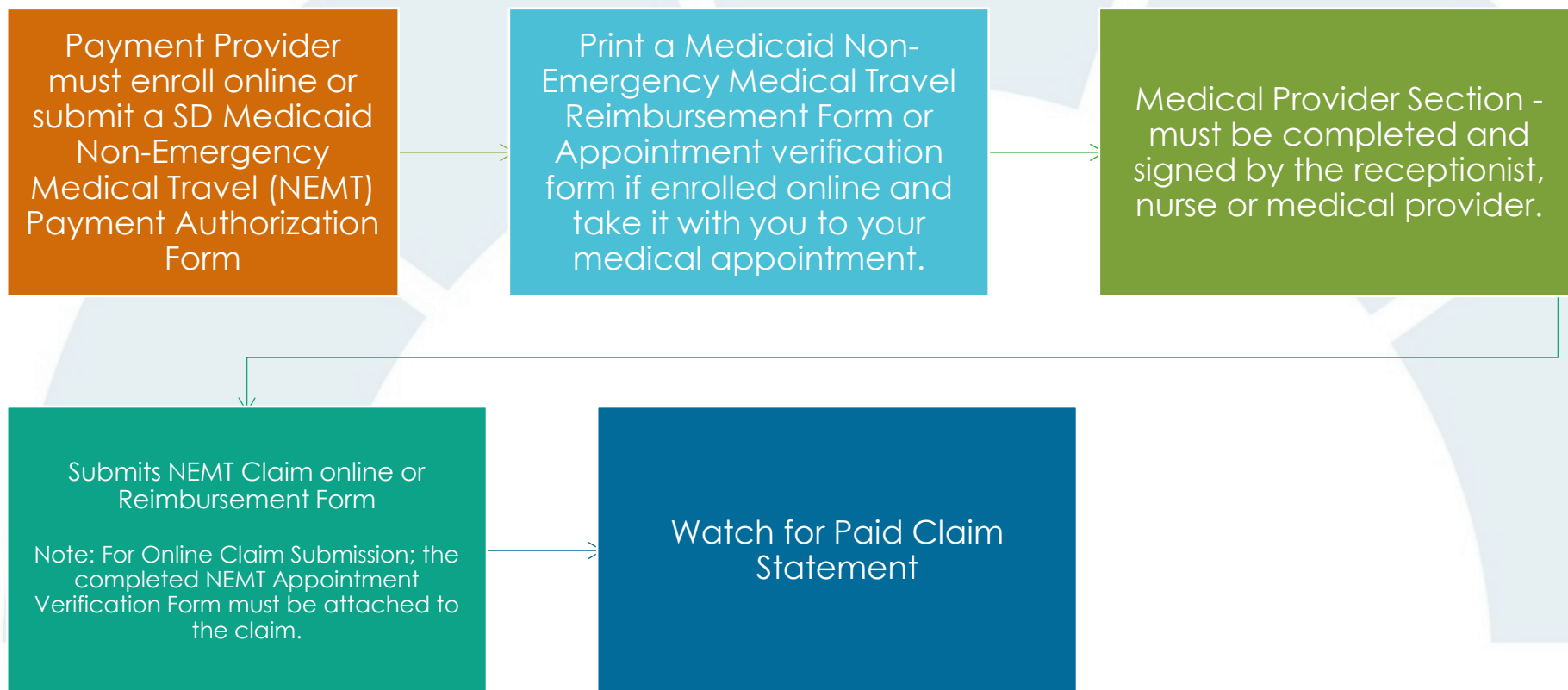
• NEMT Charitable Organization Process

- Enroll online <https://dss.sd.gov/nemt>
 - Submit the Travel Advance claim when the assistance is provided to the recipient.
 - **This is not a guarantee of reimbursement.**
- After the trip is completed, the recipient/family **MUST** submit a Medicaid Non-Emergency Medical Travel Reimbursement Claim along with any supporting documentation.
- NEMT will associate the Travel Advance to the appropriate NEMT claim.
- NEMT will determine the trip value and reimburse the organization first and any remaining balance will be reimbursed to the recipient/family (payment provider).

Note: Travel Advances not processed within 30 days of submission may be resubmitted with a billing from the organization and a completed NEMT Appointment verification form attached. NEMT will review the billing and determine if reimbursement can be made or if additional documentation is needed.

SD Medicaid Non-Emergency Medical Travel (NEMT)

Recipient/Family Process



SD Medicaid Non-Emergency Medical Travel (NEMT)

Recipient/Family

- A NEMT Payment Provider must enroll online or complete a NEMT Payment Authorization form and submit to NEMT. NEMT Payment Provider only needs to enroll or submit NEMT Payment Authorization form once.
- A SD Medicaid Non-Emergency Medical Travel Reimbursement Form/Online Claim must be completed and submitted for each medical trip. The travel reimbursement must be submitted within six months following the month the service was provided.
 - The travel reimbursement form/online claim must be completed and signed by the recipient, parent or guardian.
 - Medical Provider Section - must be completed and signed by the doctor, nurse, receptionist or pharmacist.
- Forms are available at any local DSS Offices or on the web at: <http://dss.sd.gov/medicaid/recipients/title19transportation.aspx> or calling toll free to 1-866-403-1433.

SD Medicaid Non-Emergency Medical Travel (NEMT)

NEMT Payments

All claims are worked in the order they are received in the office.

- Payment provider will receive a Paid Claims Statement showing specific travel dates and amounts in the mail (claims submitted paper) or email (claims submitted online) once claim has been paid.
- If we need additional information, we will contact the recipient or family and any non-profit organization/entity that assisted with the trip.

SD Medicaid Non-Emergency Medical Travel (NEMT)

NEMT has created a way to submit and track your claims, keep your correspondence and paid claims statements all in one place.

The online [NEMT Portal](#) will allow you to:

- Update and maintain your personal and banking information.
 - Submit claims online.
 - Track the status of your claim.
 - Receive and review correspondence and Paid Claims Statements.
- Before you begin using the online portal, select the appropriate instructional video that will help you navigate the [NEMT Portal](#).

Individual Instructional Videos (for family) and Entity Instructional Videos (for charitable organizations)

- Use this link to watch the videos
<https://dss.sd.gov/medicaid/recipients/title19transportation.aspx>

SD Medicaid Non-Emergency Medical Travel (NEMT)

All claims must be submitted online to the NEMT Portal or forms with any necessary documentation must be turned in to a local Department of Social Services office or mailed, faxed or emailed directly to:

Department of Social Services
Office of Finance/EBT
700 Governor's Drive
Pierre, SD 57501

FAX: (605) 773-8461

EMAIL: DSS.EBTSTATEOFFICE@STATE.SD.US

Phone: 1-866-403-1433

Website: <http://dss.sd.gov/medicaid/recipients/title19transportation.aspx>



Thank You

Giezelle Brown



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dss.sd.gov

