

## Medicaid Non-Emergency Medical Travel (NEMT)

- NEMT provides reimbursement for eligible transportation costs for the recipient and one escort at the current rate of payment.
  - Mileage
    - Mileage must be outside 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.
  - Per Diem
    - Per Diem 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.



## Medicaid Non-Emergency Medical Travel (NEMT)

### ➤ NEMT Eligibility

- In order to be reimbursed for transportation the recipient must be on a medical assistance program that provides Medicaid travel coverage at the time of service.

### ➤ NEMT Requirements

- Travel must be to the closest medical facility or medical provider capable of providing the necessary services.
- The services must be a Medicaid covered service provided by a SD Medicaid enrolled provider.
- Trips to medical specialty providers other than a PCP or HHP require a referral card.
- NEMT must receive a completed reimbursement form within six months following the month the service was provided.



## Medicaid Non-Emergency Medical Travel (NEMT)

### ➤ NEMT Charitable Organization

- Provider that has an agreement with the department to advance expenses for non-emergency travel services on behalf of Medicaid recipients. A charitable organization must not act as a community transportation provider for the same trip.

SD Medicaid Non-Emergency Medical Travel Provider Agreement

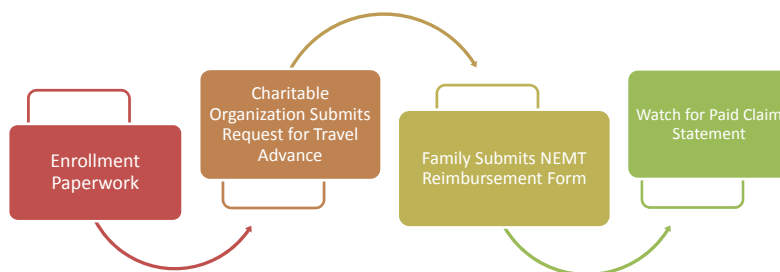
NEMT Provider Questionnaire

NEMT Payment Authorization Form



## Medicaid Non-Emergency Medical Travel (NEMT)

### ➤ NEMT Charitable Organization Process



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## Medicaid Non-Emergency Medical Travel (NEMT)

### ➤ NEMT Charitable Organization Process

- Complete a [Request for Travel Advance](#) form once assistance has been provided to a Medicaid recipient or family for medical travel.
  - The form must be submitted to the Department of Social Services, Office of Finance/EBT by faxing to (605) 773-8461 or emailing to [DSS.EBTSTATEOFFICE@state.sd.us](mailto:DSS.EBTSTATEOFFICE@state.sd.us).
- NEMT documents the amount of assistance provided and enters a pending claim to alert us that a charitable organization assisted and secures any future payment for that specific trip to be paid to the charitable organization first with any remaining balance reimbursed to the recipient or family. **This is not a guarantee of reimbursement.**
- Once the trip has been completed, the recipient must then submit a Medicaid Non-Emergency Medical Travel Reimbursement Form along with any supporting documentation to our office. This form **MUST** be returned before reimbursement can be made.

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## Medicaid Non-Emergency Medical Travel (NEMT)

### ➤ Recipient/Family

- A Medicaid Non-Emergency Medical Travel Reimbursement Form must be completed and submitted for each medical trip. The form must be submitted within six months following the month the service was provided.
- Section 5: The form must be completed and signed by the recipient, parent or guardian.
- Section 6: Medical Provider Section - must be completed and signed by the receptionist, nurse or medical provider.
- Forms are available from your local Department of Social Services office or on the web at: <http://dss.sd.gov/medicaid/recipients/title19transportation.aspx> or calling toll free to 1-866-403-1433.
- This form, along 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 or EMAIL: [DSS.EBTSTATEOFFICE@STATE.SD.US](mailto:DSS.EBTSTATEOFFICE@STATE.SD.US)



## Medicaid Non-Emergency Medical Travel (NEMT)

### ➤ Payment

- All claims are worked in the order they are received in the office.
- Please allow 6-8 weeks from the date your claim was received in our office to be processed.
- You will receive a Paid Claims Statement showing specific travel dates and amounts in the mail once your claim has been paid.
- If we need additional information we will contact the recipient and any non-profit organization that assisted with the trip.



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### Medicaid Non-Emergency Medical Travel

700 Governor's Drive  
Pierre, SD 57501

Phone: 1-866-403-1433

Fax: (605) 773-8461

Email: [DSS.EBTSTATEOFFICE@STATE.SD.US](mailto:DSS.EBTSTATEOFFICE@STATE.SD.US)

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

