



# NON-EMERGENCY MEDICAL TRANSPORTATION QUICK SUMMARY GUIDE NH Medicaid FFS & MCO Vendors

Effective 10/1/2020

To request rides for NH Medicaid's Fee for Service (FFS) and Managed Care Organization (MCO) Members, please call the appropriate telephone number listed below				
Type of Transportation Needed	NH DHHS Fee for Service (One Call)	NH Healthy Families (MTM)	Well Sense Health Plan (One Call)	AmeriHealth Caritas New Hampshire (CTS)
<b>Routine</b> Non-Emergency Medical Transportation (Non-Urgent)	Call 833-303-0653 to arrange ride <b>48-Hour Notice Required</b>	Call 888-597-1192 to arrange ride <b>3-Day Notice Required</b>	Call 844-909-7433 to arrange ride <b>48-Hour Notice Required</b>	Call 833-301-2264 to arrange ride <b>48-Hour Notice Required</b>
<b>Urgent</b> Non-Emergency Medical Transportation: Urgent Care or Emergency Room needing a ride home	Call 833-303-0653 to arrange ride <b>2-Hour Notice Required</b>	Call 888-597-1192 to arrange ride <b>3-Hour Notice Requested</b>	Call 844-909-7433 to arrange ride <b>3-Hour Notice Required</b>	Call 833-301-2264 to arrange ride <b>2-Hour Notice Required</b>
<b>After Hours</b> Non-Emergency Medical Transportation or Hospital Discharge	Call 833-303-0653 Follow prompts to connect to call center	Call 888-597-1192 Follow prompts to connect to call center	Call 844-909-7433 Follow prompts to connect to call center	Call 833-301-2264 Select 'Urgent' and leave a message <b>Calls generally returned within 1 hour</b>
Family and Friends Mileage Reimbursement Program <b>Advance Approval Required</b>	Call 833-303-0653 for authorization	Call 888-597-1192 for authorization	Call 844-909-7433 for authorization	Call 833-301-2264 for authorization

**Additional transportation broker information:**

- **Coordinated Transportation Services (CTS):** TTY Services and the hearing impaired, call: 7-1-1 or 800-735-2964 (relay New Hampshire); Business Hours, Monday – Wednesday: 8:00am – 8:00pm; Thursday – Friday: 8:00am – 6:00pm
- **Medical Transportation Management (MTM):** TTY Services and the hearing impaired, call: 7-1-1 or 800-735-2964 (relay New Hampshire); Business Hours, Monday – Wednesday: 8:00am – 8:00pm; Thursday – Friday: 8:00am – 5:00pm
- **One Call:** TTY Services and the hearing impaired, call: 7-1-1 or 800-735-2964 (relay New Hampshire); Well Sense Health Plan Business Hours, Monday – Wednesday: 8:00am – 8:00pm; Thursday – Friday: 8:00am – 6:00pm. Fee for Service Business Hours, Monday – Friday: 8:00am – 6:00pm