



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

Effective 9/1/2020

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 (CTS)	NH Healthy Families (MTM)	Well Sense Health Plan (One Call)	AmeriHealth Caritas NH (CTS)
<b>Routine</b> Non-Emergency Medical Transportation (Non-Urgent)	Call 844-259-4780 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 844-259-4780 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>2-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 <b>*Calls generally returned within 1 hour</b>	Call 844-259-4780 Select 'Urgent' and leave a message	Call 888-597-1192 Follow prompts to connect to call center	Call 844-909-7433 Follow prompts to leave a message	Call 833-301-2264 Select 'Urgent' and leave a message
Family and Friends Mileage Reimbursement Program <b>Advance Approval Required</b>	Call 844-259-4780 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, Tuesday and 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, Tuesday and 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) Business Hours - Monday, Tuesday and Wednesday: 8:00am – 8:00pm; Thursday, Friday: 8:00am – 6:00pm