

Important Names & Numbers

To Get Transportation:

Call 252-902-1266 for children
or 252-902-1265 for adults.

To Cancel Transportation:

Call 252-902-1174 for children
or 252-902-1174 for adults.

Questions?

Call *Pitt County Medicaid
Transportation Unit*
252-902-1110

Or

North Carolina Division of
Medical Assistance
Transportation Coordinator
919-855-4000

Visit the Pitt County
Department of Social
Services at:

**1717 West 5th Street,
Greenville, NC 27834**



What are my rights?

If you are a Medicaid client, at each Medicaid application and re-enrollment, Pitt County must give or mail you DMA-5046 Medical Transportation Assistance Notice of Rights/Responsibilities.

Pitt County also must provide you with a copy of its No Show Policy, which tells you that if you miss scheduled transportation appointments without cancelling, Pitt County may stop providing you with transportation assistance for a period of time.

Prepared by Duke Legal Project
Duke Law School
Durham, North Carolina

Transportation to Medical Appointments in PITT COUNTY



**Fast Facts for
Medicaid Clients**

I need transportation to my medical appointments.

I need transportation and I have Medicaid.

North Carolina requires Pitt County to help you get to your Medicaid-covered appointments if you don't have the means to use transportation or don't have access to transportation. Transportation assistance is for Medicaid-covered services only!

Call 252-902-1266 for children, or 252-902-1265 for adults, to ask about getting transportation. **Call at least 3 days before your Medicaid-covered appointment.** More advance notice may be required for out-of-town trips.

Medicaid transportation is not for emergencies. For emergencies, call 911.

I don't have Medicaid. Am I eligible?

Medicaid is a state program that helps low-income parents, children, seniors, and people with disabilities. You must qualify for Medicaid and enroll to receive services.

For questions about enrollment, call NC Department of Health and Human Services customer service at 1-800-662-7030, your local Department of Social Services at 252-902-1110.

I've scheduled transportation.

Be ready at the scheduled pick-up time and place!

Transportation will only wait a few minutes before leaving.

What kind of transportation will I get?

Medicaid only pays for the least expensive means that meets the client's transportation means. The Transportation Services Social Worker will help select the right kind of transportation for you.

In Pitt County, there are scheduled buses available for your use. There are also vehicles available, upon request, for in-county and out-of-county trips.

If you do not use these vehicles, Pitt County will reimburse you for mileage for trips to Medicaid covered appointments.

I scheduled transportation and now I can't go.

Call to cancel as soon as you can!

Call 252-902-1174 for children or adults (24 hours a day, 7 days a week).

If you don't reach anyone, leave a message. **Call at least 24 hours before your appointment!**



What happens if I don't call to cancel?

If you schedule transportation and don't show up, you are called a "No Show." Pitt County will call you and warn you about missing other trips.

If you miss three transportation appointments without canceling, the county may stop giving you transportation for up to three months.

Is it ever OK to miss a transportation appointment?

It is OK if you miss a transportation appointment because you're sick or your spouse, child, or parent is sick. Pitt County calls these "good cause" reasons for missing a transportation appointment. Even if you have "good cause," you should always call to cancel as soon as you can.