

How to obtain Nonemergency Medical Transportation (NEMT) services at network providers

Beginning June 1, 2021, your Managed Care Organization (MCO), Amerigroup, will provide rides to the doctor, dentist, hospital, pharmacy, and any other places where you receive Medicaid services. These trips do NOT include ambulance trips. You will only need to call your health plan to schedule a trip.

Can I get a ride?

To get a ride through Amerigroup, you cannot have any other means of transportation. You must also be enrolled in Texas Medicaid.

How do I schedule a ride?

To schedule a ride, please call the number below based on your membership type:

STAR: 833-721-8184 (TTY 711)

STAR+PLUS: 844-867-2837 (TTY 711)

STAR Kids: 844-864-2443 (TTY 711)

Amerigroup will use Access2Care to arrange travel.

Plan ahead.

Before you call us, you should set up an appointment with your doctor or provider. You should call us at least two working days before you need a ride within your service area.

If you need to travel out of town, or out of your service area, call us at least five working days before you need a ride. If travelling to your health or dental plan providers takes you outside of your service area, call those providers also. That way, they can document your travel.

If you need an attendant to travel to your appointment with you, Nonemergency Medical Transportation (NEMT) services will cover the transportation costs for you and your attendant.

Children ages 14 and younger cannot travel without a parent or guardian. Children ages 15 through 17 can travel without a parent/guardian. To do so, the parent/guardian must fill out a consent form before the trip is scheduled.

If your medical appointment is cancelled, you must notify your MCO before your approved and scheduled trip.

When you call to schedule a ride, you will need to:

1. Have your or your child's member ID number.
2. Tell us the address where we will pick you up. If there is a phone number at the place we are picking you up, we will need that also.
3. Provide the name, address, and phone number of the doctor, dentist office, drug store, or place you plan to go. We will also ask you for the date and time you need service and reason for your visit.
4. Tell us if you or your children have any special needs, such as a wheelchair or a walker, in order for us to send the right type of vehicle.

I have a car, but no money for gas. What can I do?

You can call us just as you would to schedule a ride. Let the customer service representative know you have a car but need help with gas money. They will mail you an application form to become an Individual Transportation Participant (ITP).

Through the ITP program, Amerigroup can also pay someone else to drive you to your appointments, such as a relative, friend, or neighbor.

You or your driver must have a current driver's license, license plates, an up-to-date inspection sticker, and car insurance. Each trip must be approved before you go to your scheduled appointment. Our NEMT vendor will verify the appointment with your doctor or dentist.

Frequently asked questions

Q: Can I schedule a trip through Uber or Lyft myself?

A: No, you can only schedule a trip through our vendor, Access2Care.

Q: How do I know where my ride is?

A: You can contact "Where's My Ride?" between the hours of 5 a.m. to 7 p.m. local time Monday through Saturday, or any time you are waiting for a scheduled ride. Please call the number below based on your membership type:

STAR: 833-721-8184 (TTY 711)

STAR+PLUS: 844-867-2837 (TTY 711)

STAR Kids: 844-864-2443 (TTY 711)

Q: I have a 16-year-old child. Can they use NEMT alone?

A: A parent, guardian, or other authorized adult should accompany children ages 15-17. If they need to travel alone, they must have consent from a parent or guardian, or any other authorized adults on file. Parental consent is not required if the health-care service is confidential in nature. A parent, guardian, or other authorized adult must accompany children age 14 and younger.

Q: How far in advance do I need to schedule a ride?

A: You should request NEMT services as early as possible. Call us at least two working days before you need a ride within your service area. If you need to travel out of town, or out of your service area, call us at least five working days before you need a ride. In certain circumstances, you may request the NEMT service with less than 48 hours' notice. These circumstances include the following: being picked up after being discharged from a hospital, trips to the pharmacy to pick up medication or approved medical supplies, and trips for urgent conditions. An urgent condition is considered a health condition that is not an emergency, but is severe or painful enough to require treatment within 24 hours.

Q: Are grocery stores covered for transportation?

A: No, grocery stores are not covered. You may receive rides only to places where you receive covered Medicaid services like medical, behavioral health, dental, or pharmacy services.

Q: How long do I need to wait for a ride home?

A: You will be picked up within one hour of your scheduled pick up time, and within three hours of a hospital or nursing facility discharge.

Q: I have a problem with my ride. Who should I call?

A: Call Access2Care or Member Services.

Q: Can I bring my child without a car seat?

A: You must have car seats available for your child(ren) to safely travel with you. The driver will not have car seats available.

If you need help understanding this notice or want to learn more, call Member Services toll-free at 800-600-4441 (TTY 711), Monday through Friday, 7 a.m. to 6 p.m. Central time. STAR Kids members, call 844-756-4600 (TTY 711), Monday through Friday, 8 a.m. to 6 p.m. Central time.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.