

# Kentuckians and Non-Emergency Medical Transportation (NEMT)

HOLLY HUDNALL



KENTUCKY  
**VOICES**  
FOR HEALTH

# NEMT context

NEMT is a covered benefit for Medicaid members (DMS) but is implemented by the KY Department of Transportation.









DOT contracts with 8 brokers in 15 regions of the state.

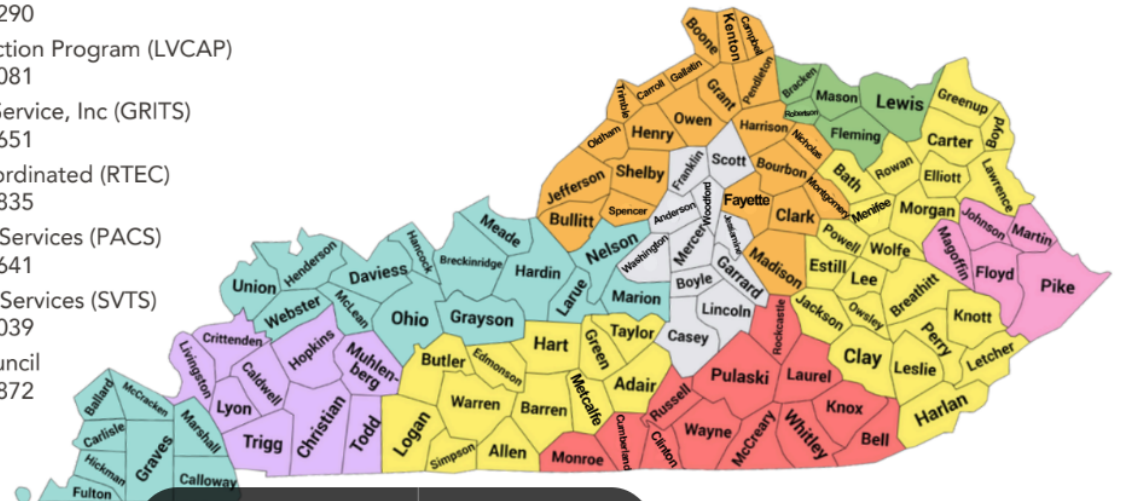
The brokers are paid a capitated rate to provide transportation services.



## SCHEDULING A RIDE

- Rides are available **Monday through Saturday** from 6am to 8pm.
- You must call at least **72 hours (3 business days)** before your trip.
- Call to schedule **Monday through Friday 8am-4:30pm** or **Saturday 8am-1pm**.
- See all brokers & phone numbers below. More info at [tinyurl.com/NEMTbrokers](http://tinyurl.com/NEMTbrokers)

-  Federated Transportation Services of the Bluegrass (FTSB)  
1-888-848-0989 / 859-233-0066
-  Bluegrass Community Action Partnership (BGCAP)  
1-800-456-6588 / 502-695-4290
-  Licking Valley Community Action Program (LVCAP)  
1-800-327-5196 / 606-845-0081
-  Audubon Area Community Service, Inc (GRITS)  
1-800-816-3511 / 270-686-1651
-  Rural Transit Enterprises Coordinated (RTEC)  
1-800-321-7832 / 606-256-9835
-  Pennyriple Allied Community Services (PACS)  
1-800-467-4601 / 270-886-6641
-  Sandy Valley Transportation Services (SVTS)  
1-800-444-7433 / 606-886-7039
-  LKLP Community Action Council  
1-800-245-2826 / 606-487-1872



# Information on NEMT delivery

The Transportation Cabinet maintains publicly-available information about NEMT delivery.

- [TeamKentucky Transportation Cabinet-Human Services Transportation Delivery Branch](#)
- [Transportation Initiative Training](#)
- [KYTC/OTD NEMT FY 2023 Report](#)

## TEAM KENTUCKY TRANSPORTATION CABINET

HOME NEWS/EVENTS MAPS/RESOURCES BUSINESS SERVICES CITIZEN SERVICES ABOUT

### Transportation Delivery



# We've been talking to folks about NEMT for quite a while.

Listening Sessions

Tabling at community events

Road Show conversations

Fielding concerns from community professionals

Escalating cases with DMS and DOT

Advocating for regulation changes with administrators and legislators

When we ask people  
“what are the most  
concerning issues in your  
community,”

**Transportation is  
always in the top 4  
answers**

along with affordable  
housing, child care, and  
oral healthcare.

# NEMT in practice



# NEMT is necessary.

Data from the 2023 American Community Survey suggests that 122,000 Kentuckians who use Medicaid for health insurance live in households with no vehicle.

While it varies by county, 13 to 15% of households in some Kentucky counties do not have access to a vehicle.

And of households who may have a vehicle registered, that doesn't guarantee that it is accessible or functional when medical transportation is needed.

# Issue #1: People are unaware NEMT is available.

Many Medicaid members and their caregivers are simply unaware that NEMT is available.

Many qualified people were told they were unqualified through the previous regulations, and do not know that the regulations have changed, and that they may now be qualified.

## Issue #2: Regulations around the use of NEMT are burdensome

Patients must call 72 hours in advance to make an appointment for a ride.

The documentation needed to show that a person cannot drive or does not have access to a working vehicle can be difficult to obtain.

The brokers are not required to uniformly train or use standard intake procedures, and training materials may not be updated to the newest requirements.



## Issue #3: Customer service is problematic.

Contact information for customer service issues is not easily available.

Patients and their caregivers talk to us about poor customer service, including safety violations, from drivers and dispatchers, but are unaware of how to formally report the problem OR fear reprisals from drivers or dispatchers if they do report a problem.

Patients often report missing appointments because they were not picked up, or picked up late, and that they must wait for a long time at the provider to be picked up to return home.

## Issue #3: Customer service is problematic.

Phone prompts can be long and are only available in English and Spanish, and interpretation is not easily available for other languages.

The intake questions may use jargon or unfamiliar terms, and be difficult to understand.

Drivers and dispatchers may not be able to communicate in the passengers' language.



What improvements could help?



# NEMT

NON-EMERGENCY MEDICAL  
TRANSPORTATION

THRIVEKY  
UPDATED FEB 2025

Do you need help with transportation to and from a medical appointment or a pharmacy?

Non-emergency medical transportation (NEMT) provides rides for Medicaid recipients who do not have access to transportation to a medically necessary appointment, including **trips to the doctor, hospital, pharmacy, dentist, adult day services, counseling, or any other Medicaid-covered service.**

The ride is provided by a broker, and brokers are regionally assigned by the state. Rides are paid by Medicaid, and **you should not be charged** for the ride.

## ARE YOU ELIGIBLE FOR NEMT?

**Yes, if you are a Kentucky Medicaid member without a registered vehicle in your name.**

If you are enrolled in Medicaid and have a vehicle registered in your name, you may still be eligible for NEMT, if one of the following applies:

- The vehicle does not work
- You can't use the vehicle due to a medical reason
- The vehicle is being used by someone else to get to work or school

To ask the broker for an exemption, you must get a **signed statement from a mechanic, clinician, employer, school, or transportation authority.**

A new 2-week exemption is available for parents/guardians to get a note when scheduling transportation for a child's appointment.



## SCHEDULING A RIDE

- Rides are available Monday through Saturday from 6am to 8pm.
- You must call at least 72 hours (3 business days) before your trip.
- Call to schedule Monday through Friday 8am-4:30pm or Saturday 8am-1pm.
- See all brokers & phone numbers below. More info at [tinyurl.com/NEMTbrokers](https://tinyurl.com/NEMTbrokers)

Federated Transportation Services of the Bluegrass (FTSB)  
1-888-848-0989 / 859-233-0066

Bluegrass Community Action Partnership (BGCAP)  
1-800-456-6588 / 502-695-4290

Licking Valley Community Action Program (LVCAP)  
1-800-327-5196 / 606-845-0081

Audubon Area Community Service, Inc (GRITS)  
1-800-816-3511 / 270-686-1651

Rural Transit Enterprises Coordinated (RTEC)  
1-800-321-7832 / 606-256-9835

Pennyrile Allied Community Services (PACS)  
1-800-467-4601 / 270-886-6641

Sandy Valley Transportation Services (SVTS)  
1-800-444-7433 / 606-886-7039

LKLP Community Action Council  
1-800-245-2826 / 606-487-1872



## IF YOU ARE DENIED A RIDE OR SERVICE

Denial of Services Hotline 1-888-941-7433

## IF YOU HAVE ANY ISSUES WITH YOUR DRIVER OR BROKER

Complaints, Comments, or Concerns 1-888-974-7433



## URGENT CARE RIDES AVAILABLE 24/7

If your injury or illness is urgent and you need to be seen **within 12 hours**, call your broker and request an **"urgent care ride."**

NEMT is not for emergencies. If you need to be seen immediately, call 911 for an ambulance.

# Suggestions we have advocated for

## Public education about NEMT

- Clear and simple information about NEMT services and how to qualify for them should be widely available. Partner with providers and community professionals who assist patients.
- Website updates and social media messaging about the service, including opportunities for surveys and other user engagement.
- Widely share the information about "urgent care" rides for those who need a trip in less than 72 hours.

ThriveKY NEMT explainer



# Suggestions we have advocated for

## Regulatory changes

- Make it simpler for people to show they can't drive or don't have a vehicle available
- Remove the 72-hour restriction
- Standardize implementation and training for brokers, dispatchers, and drivers across the 15 service regions
- Allow more subcontractors to provide NEMT services— especially providers, who have the greatest incentive to get their patients to appointments.

# Suggestions we have advocated for

## Customer Service

- Clearly post information about how to report issues or safety concerns with drivers or NEMT service. Allow for anonymous or de-identified reporting.
- Include phone prompts in additional languages, and facilitate translation services. Try to pair clients with a driver who speaks their language.
- Create and implement a uniform intake process

## Service Delivery

- Conduct a study that looks at other delivery models for NEMT
- Modernize the NEMT system

# Questions or Comments?



THANK YOU

Holly Hudnall

Director of Community Engagement  
and Education

270.799.2975

[holly@kyvoicesforhealth.org](mailto:holly@kyvoicesforhealth.org)

[www.kyvoicesforhealth.org](http://www.kyvoicesforhealth.org)