

Do your patients need Nonemergency Medical Transportation (NEMT)?

Starting June 1, 2021, FirstCare will provide Nonemergency Medical Transportation (NEMT) services to FirstCare Medicaid members through Access2Care, our transportation partner. These services are replacing the state of Texas Medical Transportation Program (MTP) for STAR Medicaid members.

FirstCare NEMT Provides Members with Transportation to and from:

- Doctors
- Dentist
- Hospitals
- Drugstores
- Urgent care centers
- Other Medicaid providers

FirstCare NEMT Services can Help Members with:

- Public transportation
- Money to purchase gas
- Taxi or van services
- Commercial transit, i.e. by bus or plane, to another city

Advantages for Health-Care Professionals:

- NEMT rides help patients miss fewer appointments, reducing no-shows and the need to over-book appointments.
- With a single call to FirstCare's Transportation Hotline 1-833-779-3105, your office or patient can arrange travel for an entire month for ongoing appointments such as physical therapy.

How You Can Help Your Practice and Your Patients:

- Tell Medicaid patients about the NEMT ride service when you schedule visits.
- Remind patients about Medicaid NEMT rides if they miss an appointment.

To set up rides for FirstCare members, providers can call **1-833-779-3105**

To learn more about STAR Medicaid NEMT services, please visit the FirstCare and Access2Care websites:

<http://firstcare.com/star>
<https://www.access2care.net/>