

## Important Names & Numbers

### To Get Transportation:

For Gas Cards call 252-747-5932;

For Vans call 252-747-8474

### To Cancel Transportation:

For Gas Cards call 252-747-5932;

For Vans call 252-747-8474

### Questions?

Call Leonor Aanenson, *Greene County Medicaid Transportation Coordinator*,

at 252-747-5932

Or

North Carolina Division of  
Medical Assistance

Transportation Coordinator  
at (919) 855-4000

Visit the  
Greene County  
Department of Social  
Services at:  
**227 Kingold Blvd.**  
**Suite A**  
**Snow Hill, NC 28580.**



### What are my rights?

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

Greene 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, Greene 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 GREENE COUNTY



## Fast Facts for Medicaid Clients

## I need transportation to my medical appointments.

### I need transportation and I have Medicaid.

North Carolina requires Greene 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 Greene County to ask about getting transportation. **Call at least 3 days before your Medicaid-covered appointment.** For additional information, please visit: [http://www.co.greene.nc.us/Departments\\_SocialServices.aspx](http://www.co.greene.nc.us/Departments_SocialServices.aspx).

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 252-747-5932.

## 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 Coordinator will help select the right kind of transportation for you.

In Greene County, multiple vans are available to you for trips within the county. If you need to go out-of-county, van service is available to Greenville and Kinston, Monday through Thursday between 7:00 AM and 11:30 AM. On Fridays, service is provided to the Research Triangle.

If you do not use these vehicles, Greene County gives gas cards depending on the distance you must travel. You must have a valid driver's license to receive a gas voucher.

## I scheduled transportation and now I can't go.

### Call to cancel as soon as you can!

Call **252-747-5932** (24 hours a day, 7 days a week).

If you don't reach anyone, leave a message. **Call at least 3 business days 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." Greene 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. Greene 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.