Transportation to Medical Appointments in BEAUFORT COUNTY

Fast Facts for Medicaid Clients

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

Visit the Beaufort County Department of Social Services at:
632 West 5th St,
Washington, NC 27889

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

Beaufort 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, Beaufort County may stop providing you with transportation assistance for a period of time.

Questions?
Call Theresa Porter, Beaufort County Medicaid Transportation Coordinator, at 252-940-6100

Or
North Carolina Division of Medical Assistance Transportation Coordinator at (919) 855-4000

To Get Transportation:
Call 252-940-6093

To Cancel Transportation:
Call 252-940-6102

Important Names & Numbers
I need transportation to my medical appointments.

I’ve scheduled transportation.

I scheduled transportation and now I can’t go.

I need transportation and I have Medicaid.

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

Call 252-940-6093 to ask about getting transportation. Call at least 3 days before your Medicaid-covered appointment. The website is http://www.dss.co.beaufort.nc.us/.

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 252-940-6102.

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 Beaufort County, you will generally be transported in a county-owned van.

Call to cancel as soon as you can!

Call 252-940-6093 (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.” Beaufort 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. Beaufort 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.