

## Important Names & Numbers

### To Get Transportation:

Call 252-559-6280.

### To Cancel Transportation:

Call 252-523-4171.

### Questions?

Call Gay Humphrey, *Lenoir  
County Medicaid  
Transportation Coordinator*,  
at 252-559-6233

Or

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

Visit the  
Department of Social  
Services at:

**130 W. King Street  
Kinston, NC 28501**



### What are my rights?

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

Lenoir 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, Lenoir 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 LENOIR COUNTY



## Fast Facts for Medicaid Clients

## I need transportation to my medical appointments.

### I need transportation and I have Medicaid.

North Carolina requires Lenoir 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 252-559-6280 to ask about getting transportation. **Call at least 3 business days before your Medicaid-covered appointment.** Please visit <http://www.co.lenoir.nc.us/dss.html> for more information.

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 252-559-6280.

## 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 needs. The Transportation Services Coordinator will help select the right kind of transportation for you.

In Lenoir County, there are vehicles available for medical transportation within the county. If you have an out-of-county appointment, destinations include Pitt County, Greene, County, and Wayne County.

If you do not use these vehicles, a gas voucher may be made available to you.

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

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

Call 252-523-4171 (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." Lenoir 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. Lenoir 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.