

Important Names & Numbers

To Get Transportation:

Call 919-731-1095.

To Cancel Transportation:

Call 919-731-1095.

Questions?

Call Sharon Howell, *Wayne
County Medicaid
Transportation Coordinator*,
at 919-580-4076

Or

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

Visit the
Department of Social
Services at:
**301 N. Herman Street
Goldsboro, NC 27530**



What are my rights?

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

Wayne 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, Wayne 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 WAYNE COUNTY



Fast Facts for Medicaid Clients

I need transportation to my medical appointments.

I need transportation and I have Medicaid.

North Carolina requires Wayne 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 919-731-1095 to ask about getting transportation. **Call at least 3 days before your Medicaid-covered appointment.** Please visit <http://www.ncdhhs.gov/dss/local/dir/wayn.htm> 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 919-731-1095.

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 Wayne County, vans operate a fixed route service within Goldsboro. If you need out-of-county transportation, advance notification is required.

I scheduled transportation and now I can't go.

Call to cancel as soon as you can!

Call 919-731-1095 (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." Wayne 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. Wayne 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.