



CABINET FOR HEALTH
AND FAMILY SERVICES

Medicaid Non-Emergency Medical Transportation

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**Justin Dearing, Director
Division of Health Care Policy
Department for Medicaid Services**

**Vickie Bourne, Executive Director
Jeremy Thompson, Regional Program Manager
Office of Transportation Delivery
Kentucky Transportation Cabinet**

Non-Emergency Medical Transportation

- Medicaid non-emergency medical transportation (NEMT) is a federally mandated benefit under the Social Security Act, Section 1902(a)(4) and 42 CFR § 431.53.
- States must ensure that all Medicaid beneficiaries have access to transportation to and from Medicaid-covered services, if they have no other means of transportation to access those services.
- The Kentucky Department for Medicaid Services (DMS) contracts with the Kentucky Transportation Cabinet (KYTC) to manage the NEMT program under a risk-based, capitated payment model.
- Kentucky operates its NEMT program under a 1915(b)(4) waiver, assigning beneficiaries in each region to a single broker.

NEMT Eligibility

- Kentucky Medicaid beneficiaries are eligible for NEMT if they meet the following conditions:
 - Traveling to or from a Medicaid-covered service;
 - The service is medically necessary; and
 - Does not own a vehicle, owns a vehicle that is inoperable, owns a vehicle but has a medical condition that prevents them from driving, or owns a vehicle but it is being used by another household member for work, school or a medical appointment.
- The following individuals are excluded from NEMT:
 - Kentucky Children's Health Insurance Plan Phase III; and
 - Qualified Medicare Beneficiaries

NEMT Utilization

- **SFY 2024: 3,155,584 Trips**
- **SFY 2025: 3,363,272 Trips**
Utilization rate: 18.46%
Based on 1,384,513 Medicaid beneficiaries
- **In October 2025 Eligibles 1,308,652**
76% have vehicles*
24% do not have a registered vehicle*

*A beneficiary with a driver's license and/or a registered vehicle may still qualify for NEMT services.

15 Regions



Link to List of Brokers: <https://transportation.ky.gov/TransportationDelivery/Pages/Human-Services-Transportation.aspx>

KYTC Responsibilities

- Contracts with a single broker in each of the 15 regions through a Request for Proposal competitive bid under KRS Chapter 45A
 - A broker is an intermediary who coordinates rides between beneficiaries needing transport and the transportation providers who give them.
- Collects and submits monthly trip encounter data, auditing for errors prior to sending to DMS
- Reviews all broker-required monthly reporting
- Conducts broker assessments
- Maintains and manages the member call center and 1-800 complaint line for NEMT issues, complaints, and inquiries
- Approves and/or issues official denials of transportation requests
- Attends and testifies at all NEMT related appeals

KYTC Responsibilities (Cont.)

- Reviews all transportation provider subcontracts
- Sets the subcontractor reimbursement rates
- Conducts vehicle inspections and ensures provider and driver qualifications are met
- Conducts random rider surveys and phone surveys
- Conducts the Coordinated Transportation Advisory Committee meetings in partnership with DMS and the Kentucky Education and Labor Cabinet, Office of Vocational Rehabilitation

Broker Responsibilities

- Verify beneficiary eligibility
- Assess beneficiary transportation needs
- Educate beneficiaries about NEMT services
- Determine the appropriate mode of transportation
- Contract with transportation providers
- Monitor vehicle maintenance, inspections and safe operation
- Ensure driver qualifications, training, and drug and alcohol testing
- Track and respond to complaints
- Provide courteous, safe and timely service

NEMT Service Scheduling

- The beneficiary or someone on their behalf contacts the broker through the toll-free line
- 72-hour notice required unless it is for urgent care.
- Transportation is provided within the member's medical service area or to the closest medical facility available.
 - Medical service area is defined as the beneficiary's county of residence and contiguous counties.
 - A referral is required to go beyond the medical service area.
- Urgent care transportation is available 24/7 for an unscheduled episodic situation in which there is not a threat to life or limb, but the recipient needs to be seen within twelve (12) hours to avoid the likely onset of an emergency medical condition.

NEMT Service Availability

- Each broker has a reservation line that is available:
 - Monday – Friday from 8:00am – 4:30pm
 - Saturday from 8:00am -1:00pm
- Transportation services are provided:
 - Monday – Friday from 6:00am – 8:00pm
 - Saturday from 8:00am - 1:00pm
- Scheduling & transportation services are closed on the following holidays:
 - New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas

NEMT Service Feedback and Support

Hotline (Denial of Claims, Complaints, Comments, or Concerns): 1-888-941-RIDE (7433)

Denials

- SFY 2024 – 9,904
- SFY 2025 – 7,902

Customer Satisfaction

- SFY 2023 Rider Survey – 97.6%
- SFY 2024 Rider Survey – 95.15%

NEMT Contract

- SFY 2025 & SFY 2026 Budget
 - \$360,640,960 – Biennial
 - \$180,320,480 – Annually
- SFY 2025 Total Capitated Payments
 - \$174,953,006
- DMS pays a per member per month (PMPM) capitated rate

	Cap Rate (PMPM)
Region 1	\$ 8.33
Region 2	\$ 10.83
Region 3	\$ 7.87
Region 4	\$ 9.12
Region 5	\$ 14.69
Region 6	\$ 11.50
Region 8	\$ 7.95
Region 9	\$ 8.74
Region 10	\$ 7.76
Region 11	\$ 6.88
Region 12	\$ 13.95
Region 13	\$ 12.64
Region 14	\$ 11.15
Region 15	\$ 7.62
Region 16	\$ 11.85

NEMT Capitation Payment

- DMS develops and certifies the NEMT capitation rates through a contracted actuary, which are then approved by the Centers for Medicare and Medicaid Services.
- Rates are based on historical claims. For purposes of the SFY 2026 (July 1, 2025 to June 30, 2026) capitation rates, actual NEMT trips and services provided during the 2024 calendar year were utilized.
- Adjustments for future periods are made to consider changes in enrollment, cost per service, and utilization. For SFY 2026, adjustments were applied to account for the following:
 - Incurred but not reported claims
 - Potential enrollment changes based on redeterminations
 - Coverage updates (transport to methadone services under the 1115 Waiver)
 - Reimbursement rate updates reported by KYTC
 - Prospective trend
- Adjustments are also made for non-benefit costs to account for the cost for brokers to administer the program and a percentage for risk margin.
- A single capitation rate is established for each individual region based on the make-up of the members and experience respective to that region. These rates are then paid out to the NEMT brokers during the fiscal year through a monthly payment process based on assigned enrollment.

QUESTIONS?