

Non-Emergency Medical Transportation (NEMT) Member FAQs

Community First offers STAR, STAR Kids, and STAR+PLUS Members non-emergency medical transportation to health appointments at no cost through our transportation provider, SafeRide Health.

Q: What is NEMT? What is SafeRide?

A: NEMT means **non-emergency medical transportation**. This includes transportation to the:

- Doctor or dentist
- Hospital
- Pharmacy
- Other places you get Medicaid services

NEMT services do NOT include ambulance trips.

SafeRide is Community First's NEMT transportation partner. SafeRide arranges transportation for STAR, STAR Kids, or STAR+PLUS Members who need a ride to a health care appointment or service. For NEMT services, you will contact SafeRide directly.

Q: What services does SafeRide provide?

A: SafeRide can provide these services to help you get to and from your health care appointments:

- Curb-to-curb transportation in private vans, sedans, including wheelchair-accessible vehicles
- Mass-transit tickets (rail, bus, or air)
- Commercial airline tickets
- Cost of meals and lodging associated with a long-distance trip (for ages 20 or younger)
- Transportation costs of your attendant if you need help while traveling
- Mileage reimbursement for an individual transportation participant (ITP)

Q: What is an individual transportation participant (ITP)?

A: An ITP could be either of the following:

- ITP (Self): A Medicaid Member who transports themselves to a health care appointment using a personal vehicle OR an individual who transports a family member who is a Medicaid Member using a personal vehicle.
- ITP (Other): An individual who transports a non-family Medicaid Member to a health care appointment using a personal vehicle.

ITPs must enroll with SafeRide and can be reimbursed for driving to health care appointments. Learn more and find ITP enrollment forms at SafeRideHealth.com/Community-First.

How much do NEMT services cost?

A: NEMT services provided by SafeRide are at no cost for Community First STAR, STAR Kids, and STAR+PLUS Members.

Q: Are NEMT services for all ages?

A: Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult. Children 15-17 years old must be accompanied by a parent, guardian, or other authorized adult or have consent on file to travel alone. Parental consent is not required if the health care service is confidential. Members of any age can request transportation to Family Planning Services.

Q: How can I reserve a ride?

A: Call the **SafeRide Member Reservation Line at 1-855-932-2335**, Monday through Friday, 8:00 a.m. to 6:00 p.m. Information is available in both English and Spanish. The service is available on all holidays except Thanksgiving, Christmas, and New Year's Day. You can also reserve a ride and manage your reservation by using the MySafeRide Link mobile app or online at

CommunityFirst.member.saferidehealth.com/login.

Call to reserve a ride at least 48 hours before your visit. Please call five business days in advance if you need transportation outside of your service area. If it is an out-of-state trip, call 30 business days in advance. If you do not follow these scheduling guidelines, you may be asked to re-schedule your appointment.

When you call, please be ready to provide:

- Your name, home address, and phone number
- Medicaid ID number (from Your Texas Benefits ID card)
- The date of your health care visit
- The name, address, and phone number of where you are going
- The medical reason for your visit
- The type of service (doctor, dentist, therapy, etc.)

Q: What if I need help after hours/on the weekend or if I have questions about my reservation?

A: Call the **SafeRide Where's My Ride line at 1-855-932-2335**, Monday through Saturday, 4:00 a.m. to 8:00 p.m. You can also manage your reservation 24 hours a day, seven days a week on the MySafeRide Link mobile app or online at CommunityFirst.member.saferidehealth.com/login.

Q: What if I need an ambulance?

A: If you have an emergency and need an ambulance, please call 911.

Q: What is the service area for Member pick up and drop off?

A: Bexar, Atascosa, Bandera, Comal, Guadalupe, Kendall, Medina, and Wilson counties.

Q: Are additional passengers allowed?

A: One additional passenger is allowed for Members 18 years of age or under. Members over 18 are not allowed a passenger unless it is medically necessary. Parents/guardians are allowed to take multiple children with appointments.

Q: Am I allowed a ride of my choice?

A: No, SafeRide will select the most appropriate mode of transportation based on your needs.

SafeRide Health