

## **Non-Emergency Transportation (NET) Medicaid Transportation**

Transportation must be scheduled no later than 48 hours before your medical appointment, excluding weekends, holidays and before 2:30 p.m. each day.

### **Do I qualify for NET Medicaid Transportation assistance?**

- Must be an eligible full Medicaid recipient for the month of transportation (not QMB/SLMB).
- Must be a resident of Tuscarawas County.

### **What services do we provide?**

- Non-Emergency Transportation Assistance for Medicaid-eligible individuals to Medicaid- approved medical appointments.
- Transportation to a pharmacy for Medicaid-approved prescriptions.
- Reimbursement of auxiliary service travel expenses, when prior approved by the TCJFS Transportation Department.

### **How do I get a ride to my Medicaid medical appointment?**

- Call (330) 308-7716
- Email [tusca-cdjfs-transportation@jfs.ohio.gov](mailto:tusca-cdjfs-transportation@jfs.ohio.gov)
- Complete our web form at: [www.tcjfs.org/transportation](http://www.tcjfs.org/transportation)
- Ask the receptionist at our agency.

### **When must I be ready for my ride?**

Thirty minutes or more prior to your scheduled pickup time. Drivers will not wait or change their routes to accommodate clients being late.

### **What if nobody shows up to take me to my medical appointment?**

Weather conditions and other factors may affect when your ride arrives. If your ride has not arrived 15 minutes before your scheduled appointment, call Tuscarawas County Job & Family Services Transportation at 330-308-7716, so that we may confirm that a driver is on the way. DO NOT CALL Horizons, SEA, or LED DIRECTLY!

### **Other Transportation Services**

- Tuscarawas County Veterans Service Office – (330) 308-8374
- Tuscarawas County Senior Center – (330) 364-6688
- Horizons, Inc. – (330) 364-5415
- Society for Equal Access – (330) 343-3668
- Go Bus – 888-95-GOBUS
- Mid-Ohio Mobility Solutions  
(Free referral service works with local transportation providers.) – 833-951-0012

Additional information can be found on our website at: [www.tcjfs.org/transportation](http://www.tcjfs.org/transportation)