

Non-Emergency Transportation (NET) Medicaid Transportation

Last Update: December 29, 2022

Trips must be scheduled no later than 48 hours before your medical appointment, excluding weekends and 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.
- Trips 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
- Ask the receptionist at our agency.

When must I be ready for my ride?

- 30 minutes or more before the 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 local appointment, call the Tuscarawas County Job & Family Services Transportation at (330) 308-7716, so that we may confirm that a vehicle is on the way to you. **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
- Access Tusc Transit – (234) 801-8007 Website: www.accesstusc.org/access-tusc-transit
- Go Bus – (888) 95-GOBUS

Additional information can be found on our website at: www.tcjfs.org/transportation

TCJFS Non-Emergency Transportation (NET) Policies

TCJFS helps people achieve safety, security, and self-sufficiency.