



# MEDICAID NON-EMERGENCY TRANSPORTATION

## Medicaid NET

### What is Medicaid Non-Emergency Transportation (NET)?

If you are a Medicaid recipient, you may be eligible to receive free Dial-a-Ride transportation to approved medical appointments through the Ohio Medicaid Non-Emergency Transportation (NET) program.

To sign up for Medicaid NET, call Lake County Department of Job & Family Services (LCDJFS), at 440-350-4212.

When you call, be prepared to leave this information with the automated attendant:

- Your name
- Your Medicaid case number or Social Security number
- A phone number where you can be reached

**You will be mailed a release of information form.**



**Complete and return the release of information form to LCDJFS.**

Your NET request will not be approved before the release of information form is returned and eligibility is determined. LCDJFS will notify Laketrans if you are approved.



### Did You Know?

Laketrans partners with over 30 community agencies to provide reduced fares for seniors and people with disabilities.

## Medicaid NET Reservations

### Making a Reservation for Medicaid NET Program

After your eligibility has been approved by LCDJFS and Laketran is notified, you can make a reservation by calling Laketran Customer Service 2-12 business days prior to your trip at 440-354-6100 or toll-free at 1-888-LAKETRAN.

Weekends, federal holidays, and any day LCDJFS is closed do not count as business days.

Before you call, please have the following information ready for the person who will be riding the bus:

- Name
- Medicaid case number or Social Security Number
- Date and time of your medical appointment
- Doctor's name and phone number
- Name of medical facility
- Doctor's address with room number, building name and/or building entrance

Laketran will notify you regarding LCDJFS approval or denial of the trip at least 24 hours prior to the scheduled trip. If your trip has not been approved in advance you will be required to pay your normal Laketran fare.

#### **Laketran is closed on Sunday and these federal holidays:**

New Year's Day  
Memorial Day  
4th of July  
Labor Day  
Thanksgiving Day  
Christmas Day

## Medicaid NET Program Policies

1. Laketran requires all rides to be booked a minimum of 48 hours in advance.
2. Requests for trips made only two business days in advance must be received by 2 p.m. Trips scheduled after 2 p.m. are considered next day requests.
3. Laketran allows next day/same day rides in an emergency only if requested directly by LCDJFS.
4. If the bus gets to a pickup or drop-off location and LCDJFS has not approved the Medicaid trip, the customer will have to pay the fare for the trip.

## LCDJFS No-Show Policy

To cancel a trip, call the 24-hour cancellation line at 440-350-1099. Cancellations must be made 2 hours before the beginning of your pickup window or it is counted as a no-show.

Per Ohio Administrative Code 5160-24-03 (D)(1), if a Medicaid consumer who has telephone access fails, without good cause, on at least three consecutive occasions during a 30-day period either to use transportation arranged by the LCDJFS through NET or to cancel the service properly, then the LCDJFS may require the consumer to confirm all subsequent appointments by telephone for three consecutive months.



### Did You Know?

Laketran provides over 70,000 Medicaid trips to ensure access to medical care for residents of Lake County.