



**Human
Services**

TEL 919 212 7000

220 Swinburne Street • P.O. Box 46833 • Raleigh, NC 27610
www.WakeGov.com

Wake County Medicaid Transportation Services Advanced Notice/Denial Policies and No Show/Cancellation Policy

As a Medicaid Transportation Beneficiary, you are required to notify Wake County Transportation at least 3 days prior to your appointment and 5 days prior for appointments outside of Wake County. Failing to do so can result in your transportation being denied. If your transportation is denied for any reason, you have the right to a written notice within 10 working days and you have the right to have a local hearing to appeal this decision. Appeal Rights are noted at the bottom of this page.

No Show and Cancellation Policy

*A **No-show** occurs when a Medicaid client is scheduled for a trip to a medical service and fails to show up to be transported.*

1. The client must be ready and at the designated place for pick up at the time given by the Customer Service Representative. The van driver is only required to wait a minimum of 5 minutes. After waiting for 5 minutes, the driver is instructed to leave a No Show tag, and proceed to the next destination.
2. The client must call the number provided for trip requests to cancel scheduled transportation at least 1hr prior to pick-up. **Cancellations** made less than 1 hour in advance may count as a "**No-Show**," unless there was good cause for the cancellation.
3. The **first** missed trip without good cause will result in a warning letter informing the client that further missed trips may result in a suspension of transportation services for a period of thirty days.
4. A **second** missed trip within three months of the first missed trip may result in a Final warning letter informing the client that the next missed trip may result in a suspension of transportation services for a period of thirty days.

5. A **third** missed trip within three months of the first missed trip may result in a suspension notice informing the client that transportation services have been suspended for 30 days.

***Critical needs clients such as, (**Dialysis and Chemotherapy**) will not have their Transportation Services suspended. ***

Appeal Rights

If your Transportation Services has been suspended or if your transportation has been denied, you can ask for a hearing to appeal the decision.

You must ask for this hearing within 60 days (or 90 days if you have a good reason for delay). This hearing is a meeting to review your situation and provide you with transportation services if the decision to suspend your transportation was wrong. Please respond in writing, with why you feel this decision should be overturned and include any supporting documentation. Appeal letters can be mailed to:

**Wake County Transportation Services
220 Swinburne Street
PO Box 46833
Raleigh, NC 27620-6833
Attn: Don Willis, Transportation Manager**

A local hearing will be held within 5 days of your request unless you ask for it to be postponed. The hearing can be postponed (for a good reason), for as much as 10 calendar days. If you think the decision of the local hearing is wrong, contact your DSS County Transportation Coordinator **WITHIN 15 DAYS** of receiving the decision of the local hearing to ask for a state hearing.

If you have any questions regarding this No Show/Cancellation Policy or Appeal Rights, please contact the Wake County Transportation Call Center at 919-212-7005, and a Customer Service Representative will be available to assist you.