

- Before scheduling any medical transportation services, check to make sure that the provider is an in-network provider.

At Northwind Health Plus, we are committed to providing our members with access to quality healthcare services, including Medical Transportation coverage. If you have any questions about your coverage, our Member Services team is always available to help.

Medical Transportation – State Restricted Care

COVERED SERVICES - Medical Transportation – State Restricted Care

Medical transportation, also known as non-emergency medical transportation (NEMT), is an important benefit provided by Northwind Health Plus. This service provides transportation for medically necessary services and is available to members living in select states.

The states that currently offer this service are Colorado, Delaware, Georgia, Indiana, Massachusetts, Michigan, Minnesota, Montana, Nevada, New Jersey, Ohio, Pennsylvania, and Wisconsin. If you are a member in any of these states, you are eligible to receive NEMT services.

NEMT services are available to members who need to travel to medical appointments as long as they meet certain criteria. These criteria include:

- The member is unable to arrange for transportation on their own.
- The member is unable to travel to their appointment safely by themselves.
- The member is unable to travel to their appointment by public transportation.
- The appointment is medically necessary and is covered by Northwind Health Plus.

If you meet these criteria, you may be eligible to receive NEMT services. You will need to contact your provider to arrange for transportation. You will also need to inform your provider of the date, time, and location of your appointment, as well as the type of service you require.

It's important to note that NEMT services are not available for all types of medical appointments. This service is only available for medically necessary services that are covered by Northwind Health Plus. Additionally, NEMT services are only available for appointments within the state you live in. For example, if you live in Delaware, you can only receive NEMT services for appointments in Delaware.

When you need to arrange for transportation, make sure to contact your provider at least 72 hours in advance. This will help ensure that your transportation request is processed in time for your appointment. Additionally, be sure to have your Northwind Health Plus member ID card with you when you receive transportation services.