



Provider Bulletin

New Hampshire Medicaid

09/29/2020

Non-Emergency Transportation Program for Medicaid Recipients in Fee-For-Service Program

The Department's Office of Medicaid Services is moving forward with a new transportation vendor, One Call. This transportation change is scheduled for October 1, 2020. This transportation change affects individuals who receive Medicaid State Plan services through the Department, also known as "Fee-For-Service" (FFS) individuals or individuals exempt from receiving services through a Managed Care Organization (MCO) under the Medicaid Care Management (MCM) Program. FFS individuals may contact One Call at 1-833-303-0653 (TDD: 7-1-1 or 1-800-735-2964) for rides to covered services appointments on or after October 1, 2020.

The Transportation Quick Summary Guide with all transportation vendor information can be found on the DHHS website at: <https://www.dhhs.nh.gov/ombp/medicaid/transportation/index.htm>. All FFS transportation updates and changes will also be on this page.

Thank you,
NH Medicaid Provider Relations



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