

Transportation Resources

Non-Emergency Medicaid Transportation (NMET)

- Insurance will set up and pay for rides to medical appointments.
- Look at your medicaid ID card or find your insurance plan on the attached page for the number to call to set up a ride.
- **Who can use:** People with Medicaid insurance.



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- **Cost:** Free.
- **Online Website:** www.dmas.virginia.gov
 - Go to the dropdown tab: Members -> Benefits and services -> Transportation.
 - Or use your phone's camera to scan the QR code to the right.

Transportation Options, Programs & Services (TOPS)

- Provides money on an easy-to-use debit card for rides.
- Use on taxis, rideshare (ex. Uber, Lyft), and public transportation.
- Go to the website to print an application or apply online.
- Call 703-222-9764 to get an application in the mail, or ask questions.
- **Who can use:** People who live in Fairfax County and make less than \$50,000. See attached page for more information.



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- **Cost:** You pay \$20 to get \$100 on the debit card every 6 months.
- **Online Website:** www.fairfaxcounty.gov
 - Search TOPS, and pick the first option.
 - Or use your phone's camera to scan the QR code to the right.

Ride Sharing: Uber, Lyft

- Large companies that can give rides.
- Go online or download the app on your phone to sign up.
- The phone app will show you the cost before you decide to take the ride.
- **Who can use:** Everyone.
- **Cost:** The cost changes based on how far you go, the time of day, and traffic.
- **Online Website:** www.uber.com, www.lyft.com

Taxi: Fairfax Yellow Cab, Fairfax Red Top Cab, Springfield Yellow Cab

- Call early for a taxi from these three companies (can take 15- 20 minutes to pick you up)
 - Fairfax Yellow Cab: 703-534-1111
 - Fairfax Red Top Cab: 703-333-3333
 - Springfield Yellow Cab: 703-451-2255
- These companies are checked every year for safety, cleanliness, and cost.

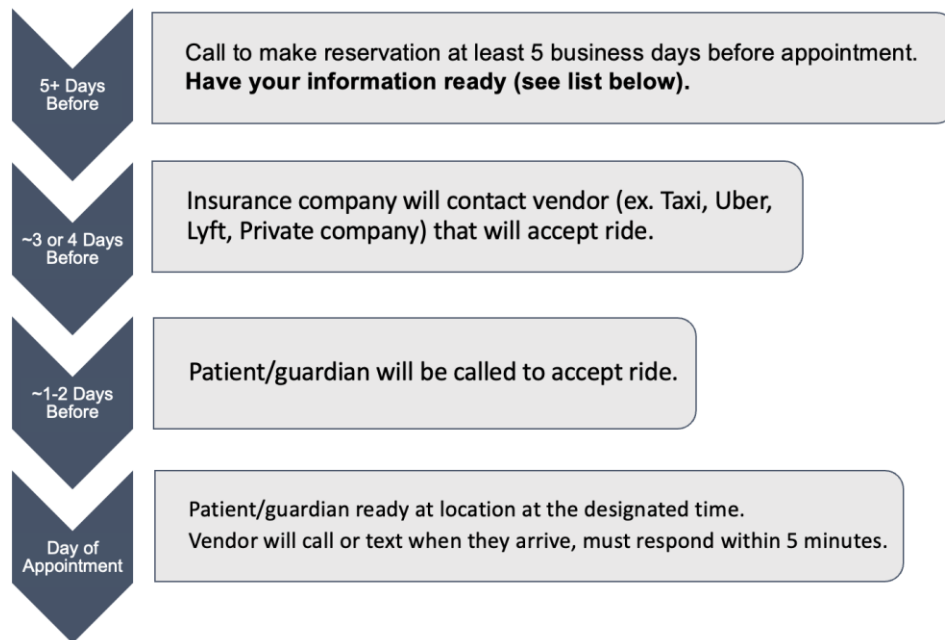
- **Who can use:** Everyone.
- **Cost:** Depends on how far you go and how long it takes. The meter runs during the ride and you pay what it says at the end.
- **Online Website:** www.fairfaxcounty.gov. Search Taxicab, and pick the first option.

Bus: Lines 1A, 1B

- Closest stops: Arlington Boulevard & Aspen Lane, Arlington Boulevard & Leesburg Pike

We recommend using the above companies because they are cost conscious. These are also companies you can use with the TOPS debit card.

Non-Emergency Medicaid Transportation (NMET) Tip Sheet



Must call and reserve at least 5-business days prior to routine appointment.

- Reserve as soon as you have an appointment scheduled (ex. for next well-child check)

If an urgent appointment (sudden illness) is needed and the physician wants an appointment before 5 days, call and make a request for transportation for an urgent appointment.

- Will have to provide physician number for them to call and verify
- Difficult to arrange transport for the same-day (will have a few hours delay)

Information to have ready when you call:

- Member ID Number, Member date of birth

- Contact phone number for updates about reservation and use on appointment day
- Full address for pick-up location (home)
- Full address for drop-off location (appointment location)
- Date and time of appointment
- Return time after appointment (if unknown, can be “will call”)
- Name of Doctor or department
- Treatment reason
- Level of service/assistance needed (ex. Wheelchair)
- Number of car seats to secure (you to provide car seat)
- Additional passengers



**DMAS – Toll Free Telephone Numbers for all
Non-Emergency Medical Transportation (NEMT) Services**

[Transportation Reservation Telephone Numbers](#)

Find the Medicaid Plan you enrolled in below and call that number to make your transportation arrangements or check to see if you are eligible for transportation. Ask about bus tickets or gas reimbursement for you, a friend, or neighbor to your Medicaid appointment.

FFS / MCO / CCC Plus/Medallion 4.0	Reservation Numbers	Details
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 386-8331	All ages and all levels of service
Aetna Better Health of VA - CCC Plus	(800) 734-0430 Option 1	All ages and all levels of service
Aetna Better Health of Virginia (Medallion 4.0)	(800) 734-0430	All ages and all levels of service
Anthem HealthKeepers CCC Plus	(855) 325-7581	All ages and all levels of service
Anthem HealthKeepers Plus (Medallion 4.0)	(877) 892-3988	All ages and all levels of service
Molina Complete Care (formerly Magellan)	(877) 790-9472	All ages and all levels of service
Molina Complete Care (Medallion 4.0)	(833) 273-7416	All ages and all levels of service
Optima Family Care (Medallion 4.0)	(877) 892-3986	All ages ambulatory and wheelchair
Optima Health CCC Plus	(855) 325-7558	All ages and all levels of service
United Healthcare CCC Plus	(844) 604-2078	All ages and all levels of service
United Healthcare Community Plan (Medallion 4.0)	(833) 215-3884	All ages and all levels of service
Virginia Premier CCC Plus	(855) 880-3480	All ages and all levels of service
Virginia Premier Elite Individual (Medallion - 4.0)	(855) 880-3480	All ages and all levels of service

[Transportation Ride Assist/Customer Service Telephone Numbers](#)

If you need to cancel your ride, ask questions about your ride or transportation. Have a compliment or complaint please call the appropriate Medicaid plan you enrolled in below.

FFS / MCO / CCC Plus/Medallion 4.0	Ride Assist/Where's My Ride Telephone Numbers
Fee For Service (FFS) *Including all CL, BI, & FIS Waived Services	(866) 246-9979
Aetna CCC Plus and Medallion 4.0	(800) 734-0430 Option 2
Anthem HealthKeepers CCC Plus	(855) 325-7581 Option 1
Anthem HealthKeepers Plus (Medallion 4.0)	(877) 892-3988 Option 2
Molina Complete Care (formerly Magellan)	(877) 790-9472
Molina Complete Care (Medallion 4.0)	(833) 273-7416
Optima Family Care (Medallion 4.0)	(877) 892-3986 Option 1
Optima Health - CCC Plus	(855)-325-7558 Option 1
United Healthcare CCC Plus	(833) 215-3885 (TTY - (844) 488-9724
UnitedHealthcare Community Plan (Medallion 4.0)	(833) 215-3885 (TTY -(844) 488-9724
Virginia Premier CCC Plus	(855) 880-3480
Virginia Premier Elite Individual (Medallion 4.0)	(855) 880-3480

FFS Rider Handbook, Frequently Asked Questions (FAQs), and FFS on line reservations:

<http://transportation.dmas.virginia.gov>

*Special Note for CL, BI, & FIS Members: For waived service's transportation questions and/or concerns, call the FFS telephone number. For your medical appointments please call the CCC Plus MCO in which you are enrolled.



Fairfax County Neighborhood and Community Services



Transportation Options, Programs & Services

TOPS is a new program that issues subsidized funds on a transportation debit card providing participants with expanded transportation options and services.

Program Details

Eligibility: Must be a resident of Fairfax County or the City of Fairfax, plus meet one of the following criteria:

- 50 years of age or older, with an annual income of \$50,000 or less per household.
- Registered user of MetroAccess.
- Recipient of Social Security Insurance (SSI) or Social Security Disability Insurance (SSDI)
- Annual income that meets the 225% Federal Poverty Levels by household size.

Program Subsidy: Program participants are eligible for two subsidies per year (one subsidy every six months). Each subsidy will provide \$100 in benefits at a cost to the participant of \$20.

Transportation Options Include:

- **Taxicabs.**
- **Rideshare services** (Uber and Lyft).
- **Public transportation** (bus + rail via SmarTrip card).
- **Capital BikeShare rentals.**



To Learn More Or Apply Online
Visit fairfaxcounty.gov/NCS (Search: TOPS)

Additional Questions?
Call Human Services Transportation Customer Service at 703-222-9764.



Where a TTY number is not indicated, use 711/Virginia Relay. Reasonable accommodations made upon request; call 703-324-4600.

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