



Going The Extra Mile

Whether you, your loved one, or your patient is in a wheelchair, bed bound, or simply needs a hand getting around, we are here to help. Our team of transport specialists is experienced in providing non-emergency transportation for a wide range of passenger populations. We treat every passenger with care and provide a timely experience. Minimizing wait times and ensuring passengers get to and from appointments on time allows us to take pride in the services we provide. With extensive training and access to properly equipped vehicles, our transport team ensures the total safety of all passengers.

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Non-Emergency Medical Transportation

Convenient Homecare Services, Inc.
(781) 720-9244
www.convenienthomecare.com

Convenient Homecare Services, Inc. does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment.



What Is NEMT?

Non-Emergency Medical Transportation (NEMT) refers to all transportation services provided to patients that are not in an emergency situation or in need of an ambulance. The difference between Emergency Ambulance Transportation and Non-Emergency Medical Transportation is that Emergency Ambulance Transportation is utilized when a patient's health is in serious danger and/or at serious risk without immediate treatment.

NEMT services are most often utilized by eligible Medicaid and Medicare members requesting transportation to and from their scheduled medical appointments.

Examples of NEMT destinations include:

- Dentists
- Physicians
- Physical Therapists
- Occupational Therapists
- Speech Language Pathologists
- Hospitals
- Pharmacies
- Nursing Homes
- Dialysis Facilities
- and more!

How To Pay

Medicare and Medicaid cover certain types of medical transportation. Depending on your coverage, you may be eligible to have your non-emergency medical transportation covered. It is best to seek approval before scheduling a medical transportation service.

Some transportation may not be covered for routine healthcare. However, it might cover non-emergency transportation to a healthcare provider if a medical condition needs to be diagnosed or treated. Exceptions are made for coverage in cases where other modes of transportation might pose a health risk.

Qualifications Include:

- No valid driver's license
- No access to a working vehicle
- Can not travel or wait for services alone
- Have a physical, cognitive, mental or developmental limitation
- Must be medically necessary
- Use of alternative transportation will endanger the patient's health
- A written order from a doctor stating this mode of transportation is required for the patient to access diagnoses or treatment

Scheduling

To schedule new trips or confirm existing trips call (781) 720-9244. Our customer relations staff will be happy to assist you and answer any questions you may have. You will need to call at least two business days before your appointment to allow time for scheduling and approval.

Please have the following information available before calling to schedule a ride:

- Full name
- Full street address
- Phone number or contact number
- Physician/Facility name, street address, and phone number
- Date and time of appointment
- Pick-up time after appointment
- Medical purpose of appointment
- Any special needs, such as using a wheelchair