

Non-Emergency Medical Transportation (NEMT)

September 2025

If you have Medicaid/Dr. Dynasaur, you have access to the NEMT benefit which includes:

Hardship Mileage Program

You may be eligible for mileage reimbursement for medical travel if you have a car and drive to appointments over 50 miles per week, or over 215 miles per calendar month.

To learn more about eligibility and enrollment steps contact your [regional transportation provider](#) or [Vermont Public Transportation Association \(VPTA\)](#) at 833-387-7200. Once enrolled, you must notify your regional transportation provider of appointments ahead of time. You have 30 days after the appointment to submit all necessary paperwork.

For trips over 100 miles one-way or out of state, mileage reimbursement requires a [Physician Referral Form](#) approved by Vermont Medicaid. Dartmouth Hitchcock Medical Center is not considered out of state, but a form will be required if you live over 100 miles away.

Out of State Travel

For out-of-state medical appointments, you may be eligible for assistance such as mileage reimbursement and other related expenses such as lodging, meals, parking, and tolls if there is proven medical necessity. Some of these trips may require a clinical prior authorization, so check with your providers office.

- The medical visit must be approved ahead of time and meet NEMT criteria (visit is with a provider enrolled in Vermont Medicaid and visit is approved)
- To request reimbursement, your primary care physician or referring provider needs to submit a [Physician Referral Form](#) to Medicaid at least 10 days prior to visit.
- Once approved by Medicaid, they will notify the local transportation agency who will then reach out to you for next steps.

Medicaid Rides

If anyone in your Medicaid household doesn't have a car and you do not live on a public bus route, you can schedule a ride by contacting the [transportation provider in your region](#) with at least 2 business days' notice. For more information, please see the [VPTA Vermont Medicaid website](#).

If you need help accessing these programs, reach out to your doctor's office or CSHN Care Consultant at AHS.VDHCSHN@vermont.gov. For providers wanting more information, please see the [NEMT Manual](#)



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802-863-7200

