



NETWORK *Notification*

Notice Date: February 11, 2026
To: Ohio Medicaid Providers
From: CareSource
Subject: Non-Emergency Medical Transportation (NEMT) Update
Effective Date: April 15, 2026

Summary

CareSource will be modifying the number of NEMT trips approved for Ohio Medicaid Members beginning on April 15, 2026. Currently we list 30 round trip/60 one-way trips as the value-add benefit. Beginning April 15, 2026, this benefit will decrease.

Benefits as of April 15, 2026

A: We expect ODM to post the below information on www.ohiomh.com in the March 2026 timeframe.

- *Up to 15 round trips or 30 one-way trips that are less than 30 miles from the member's house per calendar year uses include a variety of transportation options that CareSource offers to make travel easier, including:*
 - County caseworker meetings, WIC appointments.
 - Members may also receive rides, specifically for food-related needs. This benefit can be used for milk banks, grocery shopping and food pantry visits.
 - Members may receive bus passes, or they can be reimbursed for mileage if they drive themselves or are driven by a family member.
 - If no other option is available, rides can also be arranged through Lyft to make sure members can still get where they need to go.
 - Trips for sick visits are available on the same day
 - Members who are part of a CareSource care management program or Life Services may qualify for additional transportation support tailored to their needs.
- There are unlimited trips available for:
 - Dialysis appointments,
 - Prenatal, postpartum care, parents to visit their child in the Neonatal Intensive Care Unit (NICU)
 - Members who require a wheelchair van (These trips do not count toward the annual trip maximum)
 - Hospital admission / discharge
 - Child Wellness Appointments
 - Appointments under EPSDT
 - Pediatrician

Benefits prior to April 15, 2026

A: On the Ohio Medicaid site (www.ohiomh.com) it lists the following:

- Up to 30 round trip or 60 one-way trips that are less than 30 miles from the member's home for eligible nonmedical trips, such as county caseworker meetings to manage your eligibility and WIC. Benefits also include non-medical appointments, food banks, and grocery store Ohio Medicaid member can get up to 15 round trips or 30 one-way trips every year.
- Unlimited trips are available for critical care including dialysis, chemo/radiation, wound care, prenatal, and substance use disorder (SUD)
- Up to five round trips or 10 one-way trips for food
- Sick visit trips available same day
- Paid mileage may be offered for appointments
- Bus passes may be available to get to appointments and
- Lyft may be available when another type of ride is not an option
- Unlimited rides for hospital discharge, wheelchair van, parents to visit their child in the Neonatal Intensive Care Unit (NICU), chronic conditions, and more
- Mileage reimbursement and public transportation options

General Information

- For trips over 30 miles, there are no changes.

Ohio Medicaid members remain eligible for transportation of 30 miles or greater for necessary Medicaid-covered medical or pharmacy services. A trip that is 30 miles or greater for necessary Medicaid-covered medical or pharmacy services do not count against the 15 round trips or 30 one-way trips limit.

- If a member exhausts their benefit, there may still be options.

Members can request extra transportation through their CareSource Care Manager if they are care managed. Alternatively, members may contact their local CDJFS office for NEMT to Medicaid-approved medical appointments. Members can find their local county office by visiting the following website: jfs.ohio.gov/about/local-agencies-directory.

- How can a member request a ride?

They can ask for a ride online at providearide.com/request-a-ride or call Member Services.

OH-MED-P-5050461