

Important Notice: Medically Necessary Non-Emergency Transportation (NEMT) Services

AHCCCS covers NEMT to or from the closest appropriate AHCCCS registered provider, when a member is not able to find his/her own transportation.

For NEMT services on and after May 1, 2019, the following also apply:

- For members living in Maricopa and Pima Counties:
NEMT services to and from a pharmacy are only covered for trips within 15 miles of the pick-up location, except for trips to (1) compounding or specialty pharmacies and (2) pharmacies in an MSIC or IHS/638 facilities.

The 15 miles is calculated from the pick-up location to the drop-off location, for one direction.

Trips to compounding or specialty pharmacies over 15 miles may be covered if your health plan gives prior authorization for the transportation.

Trips to a pharmacy in an MSIC or IHS/638 facility, can go over 15 miles without getting a prior authorization from your health plan.

The 15 mile distance does not apply to members who do not live in Maricopa or Pima County.

If you need a ride to an appointment, ask a friend, family member or neighbor first. If you cannot get a ride we can help you. Call our Member Services team at 1-800-322-8670, 3 days before your appointment to schedule a ride.