Department of HEALTH & HUMAN SERVICES | Division of Medicaid Services

To: NH Medicaid Enrolled Hospitals

From: NH Division of Medicaid Services

Date: August 11, 2026

Subject: **Requirement to Complete and Maintain Medicaid NEMT Mobility Determination Forms**

This notice serves as a reminder of an essential requirement related to Non-Emergency Medical Transportation (NEMT) for Medicaid residents. The Mobility Determination for Non-Emergency Medical Transportation Form ensures that members receive transportation appropriate to their medical and mobility needs and supports accurate documentation when the transportation provider schedules the trip.

Before scheduling any non-emergency transportation that requires additional mobility assistance or a specialized vehicle, such as ambulance, wheelchair van, stretcher, the hospital must ensure:

- A Mobility Determination for Non-Emergency Medical Transportation Form is completed for the member.
- The Mobility Determination for Non-Emergency Medical Transportation Form is filed with the transportation broker ahead of the pickup or provided at the time of pickup, so the members required mode of transportation is documented and available for verification.

Please ensure that your administrative and nursing teams are aware of this requirement and that forms are available to staff and completed for all Medicaid members who may need NEMT services.

The Mobility Determination for Non-Emergency Medical Transportation Form and additional information on transportation services can be found on the Medicaid Transportation page of the NH DHHS website.

Thank you for your attention to this important requirement and for your continued support of NH Medicaid members.

If there are questions on how one of the NH Medicaid Managed Care Organizations (MCO) handles the above information, please reach out to your MCO provider representative.

- AmeriHealth Caritas New Hampshire Providers
- New Hampshire Medicaid Plans for Providers | NH Healthy Families
- Provider Resources | New Hampshire | WellSense Health Plan

If there are any questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid Provider Relations