Non-Emergency Medical Travel Program

Reimbursement of
Mileage | Lodging | Meals



South Dakota
Department of
Social Services

The SD Medicaid Non-Emergency Medical Travel (NEMT) Program provides assistance for eligible recipients with non-emergency medical travel. The program reimburse travel-related expenses such as mileage, lodging, and meals when recipients need to travel outside their city of residence for medically necessary care.

NEMT travel reimbursements can be made to you by either Direct Deposit into your bank account or by electing to receive a MasterCard® branded debit card.

Program Requirements and Guidelines

To help ensure your travel reimbursement is processed accurately and on time, please follow the guidelines below.

This section outlines eligibility, travel requirements, and the steps for submitting your claim.

Eligibility

The recipient must be enrolled in a medical assistance program that provides Medicaid coverage. Trips made prior to your eligibility date are not eligible for reimbursement.

Travel Requirements

Travel must be to the closest medical facility or provider capable of offering the necessary services, unless the recipient has a referral or authorization from their medical provider.

Service Requirements

The service must be SD Medicaid-covered and provided by a facility or medical provider who is enrolled with SD Medicaid.

Reimbursement and Deadline

Reimbursement will be provided once your claim and any required documents are received and processed. Claims must be submitted within six months of the service date.

Travel to Care Management Provider and Specialty Care

- Care Management Provider (This can be the recipient's Primary Care / Care Connect / BabyReady provider):
  - Travel to the nearest provider is reimbursable. However, lodging and meals are not reimbursable.
- Specialty Care:
  - Travel to specialty providers requires a referral. Lodging and meals are reimbursable if the provider is at least 150 miles or more one-way and if the trip involves an overnight stay.

Lodging and Meals

- Reimbursable when:
  - The provider is at least 150 miles or more one-way from the recipient's city of residence.
  - To specialty care or treatment that results in an overnight stay.
- Important Notes:
  - Lodging receipts are required.
  - Even if lodging is paid by an organization, you still need to get a copy of the receipt.
  - Meals will only be reimbursed if an overnight stay is medically necessary and meets the lodging criteria.
  - Recipient is not eligible for lodging or meal reimbursement for days they are an inpatient in a hospital or medical facility.



Prior Authorization and Out of State Travel

Please review the following guidelines to ensure your travel expenses can be reimbursed.

- Prior Authorization Requirements:
    - Services that require prior authorization must have an approved prior authorization from the Division of Medical Services before travel assistance can be authorized, regardless of whether the travel is within South Dakota or outside of South Dakota. For additional information regarding prior authorization requirements, visit the Division of Medical Services Prior Authorization webpage.
- Out-of-State Travel for South Dakota Medicaid Recipients:
    - For recipients with South Dakota Medicaid, an out-of-state Prior Authorization request must be submitted to and approved by the Division of Medical Services before travel assistance can be authorized. Approval is required for all out-of-state medical services. Services must be Medicaid-covered and provided by the closest medical facility or provider capable of delivering the necessary care, unless otherwise authorized.
- In-State and Out-of-State Travel for Recipients with Medicare or Other Private Health Insurance:
    - Recipients who have Medicare or other private health insurance in addition to South Dakota Medicaid must submit a NEMT Prior Authorization Request form to the NEMT Program for review and approval. The NEMT Prior Authorization Request Form must be approved by the Department before travel expenses can be reimbursed through the NEMT Program, even when South Dakota Medicaid is not primary or responsible for reimbursement of the medical service. This information applies only to NEMT travel-related services for the medical recipient and does not replace coverage requirements for medical services.

      To obtain approval, a completed NEMT Prior Authorization Request form must be submitted to the NEMT Program along with medical records and any other pertinent documentation. The completed form and supporting documentation may be submitted by: Fax: 605-773-8461 or Email: DSS.EBTStateOffice@state.sd.us

Additional medical records may be required to make accurate determination. Letters from physicians are not a substitute for required medical records.

Note: If the recipient has private health insurance, all requirements of the primary insurance carrier must be followed in addition to obtaining any required South Dakota Medicaid approvals as the secondary payer.

Travel to a city that is within 50 miles around the SD border doesn't require prior approval but, referral is needed if not going to the closest medical provider.

For more information about out of state travel, please visit: dss.sd.gov/medicaid/recipients/title19transportation.aspx

NEMT Enrollment & Claim Submission Guide

To receive reimbursement, you must enroll in the NEMT Online Portal. If you don't have access to a computer, you can submit a NEMT Payment Authorization Form instead.

Enrollment Process

Online Enrollment

- Enroll through the NEMT Portal.
- Once enrolled, you can:
    - Submit claims online
    - Track claim status
    - Review paid claim statements and correspondence
    - Update personal and banking information

Paper Enrollment

Complete the NEMT Payment Authorization Form and submit it to NEMT.

Claim Submission

Submitting Online Claim

1. Before Your Appointment:
    - Print the NEMT Appointment Verification Form.
    - Take it to your medical appointment; the facility must fully complete and sign the form.
2. After Your Trip:
    - Log in to the NEMT Portal.
    - Add your claim and attach the completed NEMT Appointment Verification Form along with any other required documents.
3. Track & Manage Claims:

Use the portal to monitor claim status, review paid claims, and check correspondence.

Note: Watch the instructional video on the NEMT Webpage to navigate the portal with ease.

Submitting Paper Claim

1. Before Your Appointment:
    - Print the NEMT Reimbursement Form (day trip or overnight).
    - Bring it to your appointment; the medical facility must fully complete and sign the Medical Section.
2. Submit Your Claim:

Turn in the form and any required documents at your local DSS office or send via fax, email, or mail to the address on the form.

NEMT FORMS are available online at: dss.sd.gov/medicaid/recipients/title19transportation.aspx

Appointment Verification Form

For online claim submissions, the medical provider must complete this form and attach it to your claim when submitting.

You may also use this form to verify multiple medical appointments as part of your reimbursement request when submitting paper claims.

Day Trip Reimbursement Form

For paper claim submission only, this form is to request same-day travel reimbursement.

HIPAA Form

Form that recipients, parents or guardians submit when giving permission to anyone other than themselves to received information regarding their NEMT Case.

NEMT Prior Authorization Request Form

This form is used by Medicaid recipients who also have Medicare or other private health insurance and are requesting travel reimbursement for services that require prior authorization or out-of-state travel.

Overnight Trip Reimbursement Form

For paper claim submission only, this form is to request overnight travel reimbursement.

Additional Lodging Form

For paper claim submissions, this form is used to document lodging and meal information for stays exceeding two nights and should be included as part of your reimbursement claim.

Care Management Provider Questionnaire

This form is used for Care Management Provider (This can be the recipient's Primary Care/Care Connect/BabyReady Provider) to explain why a patient cannot be seen by a closer Care Management Provider.

Payment Authorization Form | Spanish

This form is used for NEMT payment providers to formally indicate their preferred method of reimbursement payment.

NEMT Rates

Current Rate of Payments are found online at dss.sd.gov/medicaid/recipients/title19transportation.aspx

NEMT Frequently Asked Questions

If I have already completed the NEMT Payment Authorization form, do I need to complete the form again?

NEMT payment providers should enroll using the NEMT Portal. The NEMT Portal allows providers to update and maintain their personal and banking information.

If you choose to enroll using paper, you will need to complete an NEMT Payment Authorization form and submit it to NEMT. A new form only needs to be submitted if you want to change your personal or banking information.

Will I be reimbursed for meals for a same day medical trip?

No. Meals will be reimbursed only if an overnight stay is medically necessary, and the overnight meets the lodging requirement criteria.

I have a hotel room booked, and I do not want to lose my room but must return home over the weekend. Can I keep my belongings in the room and still be reimbursed by NEMT?

No. NEMT can only reimburse for nights the recipient and/or escort are present in the lodging establishment.

When will I receive my reimbursement?

Your reimbursement will be issued once all required forms and verifications have been submitted and processed in our office. Claims are processed in the order they are received. Once your claim has been successfully processed and paid, you will receive a Paid Claims Statement detailing the specific travel dates and reimbursed amounts.

If you are not enrolled in our online portal, the Paid Claims Statement will be mailed to you. If you are enrolled, you may view the statement directly within your NEMT Portal.

What if I received assistance from a Non-Profit Organization?

If an entity paid for any portion of your travel costs, they can seek reimbursement once approved after enrolling to the NEMT Online Portal. After processing your claim and paid the entity, any remaining balance will be reimbursed to the payment provider.

Who can sign NEMT claims, and what documentation is required?

For recipients 17 or younger, a parent or legal guardian may sign. For recipients 18 or older, the claim may be signed by the recipient, their legal guardian, or someone with a Healthcare Power of Attorney (POA).

If a legal guardian or POA signs, valid supporting documentation must be on file with NEMT.

Accepted documentation includes:

- Court-issued guardianship orders
- Placement papers issued by DSS or Tribal CPS
- Official Healthcare POA documentation

Notarized guardianship paperwork, notarized temporary guardianship forms, and written agreements are not accepted.

If the Care Management Provider I choose is not the closest option, how does this affect my NEMT reimbursement?

You may continue receiving services from your preferred /chosen Care Management Provider, even if that provider is not the closest option. However, NEMT reimbursement is limited to the cost of travel to the closest Care Management Provider capable of providing medically necessary care.

What happens to my NEMT reimbursement if my appointment is missed or cancelled?

Travel is not reimbursable when an appointment is missed, cancelled or cannot be completed due to the recipient's actions, including not following medical or program requirements.

Travel may be reimbursable when an appointment is cancelled or changed by the medical provider without proper notice to the recipient or family.

Contact Us

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