

CHANGE NOTICE FOR MANUAL NO. 02-26, NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

DATE: JANUARY 13, 2026

Manual: Aged, Blind, and Disabled Medicaid

Change No: 02-26

To: County Directors of Social Services

I. BACKGROUND AND CONTENT OF CHANGE

The Division of Health Benefits (DHB)/ NC Medicaid has revised and updated MA-2910, Non-Emergency Medical Transportation (NEMT). Policy updates below have been made for local agencies.

II. POLICY UPDATES

A. General Updates

References to specific policy sections have been updated to reflect the new information below.

B. Updates for Specific Sections

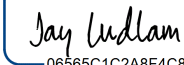
1. V. A. 2. the example regarding if no providers are not available within the community or within 30 miles of the beneficiary's pick-up location has been removed.
2. V.A.2.c. provides additional clarification for approving transportation requests that are significantly greater than 30 miles.
3. XII. E.1. provides an updated hyperlink to the Office of State Budget and Management (OSBM) website.
4. XII.E. includes charts for In-State and Out-of-State Per Diem Rates and In-State and Out-of-State Mileage Rates effective January 1, 2026 has been added.

III. EFFECTIVE DATE AND IMPLEMENTATION

This change notice is effective upon receipt for all applications processing and ongoing recertifications.

If you have any questions regarding information in this letter, please contact your Medicaid Operational Support Team Representative.

DocuSigned by:

A handwritten signature in blue ink that reads "Jay Ludlam". The signature is enclosed in a blue rounded rectangular box.

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Jay Ludlam

Deputy Secretary, NC Medicaid