

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

**DATE: JANUARY 13, 2026**

**Manual:** Family and Children's 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-3550, 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**

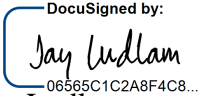
1. V. A. 2. the example regarding if no providers are not available within the community or within 30 miles of the beneficiary's pick-up location has been removed.
2. V.A.2.c. provides additional clarification for approving transportation requests that are significantly greater than 30 miles.
3. XII.E.1. 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 blue DocuSign signature box containing a handwritten signature in cursive that reads "Jay Ludlam".

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Jay Ludlam

Deputy Secretary, NC Medicaid