

## How Do I Get a Ride?

Call TMS and have the following information ready EVERY time you call:

- 1) Completed Intake Form on file
- 2) Ensure the appointment is a covered medical appointment
- 3) Have the appointment time and pick-up time
- 4) Call 72 hours in advance
- 5) Your Medicaid number
- 6) Doctor's name and complete address

## TMS Management Group, Inc.

Midwest Regional Office  
5800 Fleur Drive  
Room 231  
Des Moines, IA 50321-2854  
Toll Free 1.866.572.7662  
[www.tmsmanagementgroup.com/iowa](http://www.tmsmanagementgroup.com/iowa)

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***Client Sensitive  
Agency Efficient  
Provider Friendly***

## TMS Management Group, Inc

**Iowa Medicaid  
Non-Emergency  
Medical Transportation  
(NEMT)**

*User Guide*

***Client Sensitive  
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## Where's My Ride?

If your ride is more than 10 minutes late from the pick-up time given to you, please call TMS on their toll free line:

**Phone: 1.866.572.7662**



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**Tel: 1.866.572.7662**

## Facts About Medicaid Transportation

- Prior to receiving Medicaid NEMT services, all clients must have a valid Medicaid number.
- A Medicaid client who owns a car or have family/friends that can drive them may receive mileage reimbursement from TMS.
- All trips must be to medical appointments for covered services paid by Medicaid.
- All Medicaid NEMT trips will be in a non-emergency vehicle. If you have an emergency situation, please call 9-1-1 immediately.
- Clients may utilize mileage reimbursement, public transit systems or other TMS contracted providers for their NEMT needs.
- Medicaid is the payer of last resort; all other transportation resources should be utilized prior to contacting TMS for services.

## Frequently Asked Questions

**QUESTION:** How do I arrange my Medicaid transportation through TMS?

**ANSWER:** By calling 1.866.572.7662, 72 hours in advance.

**QUESTION:** Where can TMS transport me?

**ANSWER:** To doctor appointments, hospitals, physical therapy, lab work, or any Medicaid compensable service.

**QUESTION:** Do I need to give my Medicaid number every time?

**ANSWER:** Yes, your Medicaid number needs to be verified for every trip request no matter how frequent.

**QUESTION:** Can I get a bus pass if I live close to a bus route?

**ANSWER:** Yes, if you have enough verifiable Medicaid appointments each month. A daily bus token may be offered instead of a monthly pass.

**QUESTION:** Can I be transported to the pharmacy?

**ANSWER:** Yes, a trip to the pharmacy is covered under Medicaid NEMT services.

**QUESTION:** Can someone ride with me to my appointment?

**ANSWER:** An escort may travel with you, if it is medically necessary. Children are not eligible to travel with you as an escort.

**QUESTION:** What if I have a concern about the transportation services I receive?

**ANSWER:** If you have any problems with your transportation, we want to know! Please call TMS at 1.866.572.7662 and be sure to note the transportation company and driver, if possible.

### Our Mission

Our mission is to establish well-defined transportation programs for our customers by utilizing qualified local transportation operators to fulfill each and every eligible client's request for service to any covered destination.