NON-EMERGENCY MEDICAL TRANSPORTATION
QUICK SUMMARY GUIDE
NH Medicaid FFS & MCO Vendors

Effective 6/18/2025

To request rides for NH Medicaid's Fee for Service (FFS) and Managed Care Organization (MCO) Members, please call the appropriate telephone number listed below.				
Type of Transportation Needed	**NH DHHS Fee for Service (CTS)**	**NH Healthy Families (MTM)**	**WellSense Health Plan (MTM)**	**AmeriHealth Caritas New Hampshire (CTS)**
Routine Non-Emergency Medical Transportation (Non-Urgent)	Call 844-259-4780 to arrange ride **48-Hour Notice Required**	Call 888-597-1192 to arrange ride **3-Business-Day Notice Required**	Call 844-909-7433 to arrange ride **2-Business-Day Notice Required**	Call 833-301-2264 to arrange ride **48-Hour Notice Required**
Urgent Non-Emergency Medical Transportation: Urgent Care or Emergency Room needing a ride home	Call 844-259-4780 to arrange ride **2-Hour Notice Required**	Call 888-597-1192 to arrange ride **3-Hour Notice Required**	Call 844-909-7433 to arrange ride **3-Hour Notice Required**	Call 833-301-2264 to arrange ride **2-Hour Notice Required**
After Hours Non-Emergency Medical Transportation or Hospital Discharge	Call 844-259-4780 Select 'Less than 48 hours' and leave a message **Calls generally returned within 1 hour**	Call 888-597-1192 Follow prompts to connect to call center	Call 844-909-7433 Follow prompts to connect to call center	Call 833-301-2264 Select 'within next 2 business days' and leave a message **Calls generally returned within 1 hour**
Family and Friends Mileage Reimbursement Program **Advance Approval Required**	Call 844-259-4780 for authorization	Call 888-597-1192 for authorization	Call 844-909-7433 for authorization	Call 833-301-2264 for authorization
Medical provider **escalation** number for quick response to transportation need or issue	Call 844-259-4780, press Provider prompt (2) for immediate assistance	Call 888-597-1182	Call 844-909-7433	Call 833-301-2264, press Provider prompt (2) for immediate assistance

- To file a complaint, contact the broker directly using their routine non-emergency number.
- TTY Services and the hearing impaired, call: 7-1-1 or 800-735-2964 (relay New Hampshire).

Coordinated Transportation Services (CTS) Business Hours:	**ACNH** Monday – Wednesday: 8:00am – 8:00pm; Thursday – Friday: 8:00am – 6:00pm **NH DHHS Fee for Service** Monday – Friday: 8:00am – 5:00pm
Medical Transportation Management (MTM) Business Hours:	**NHHF and WSHP** - 24/7