

Non-emergency Medical Transportation Quick Summary Guide

NH Medicaid Fee For Service & Managed Care Organizations Effective 10/17/2025

To request rides for NH Medicaid Fee For Service and Managed Care Organization Members, call the appropriate telephone number below.

Type of Transportation Needed	<u>NH DHHS Fee For Service (CTS)</u>	<u>NH Healthy Families (MTM)</u>	<u>WellSense Health Plan (MTM)</u>	<u>AmeriHealth Caritas New Hampshire (CTS)</u>	<u>Northeast Delta Dental DentaQuest (CTS)</u>
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 2-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	Call 844-304-6630 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	Urgent Non-Emergency, After Hours Non-Emergency and Emergency services are covered by AmeriHealth Caritas New Hampshire, NH Healthy Families, WellSense Health Plan and NH DHHS Fee For Service.
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	Call 844-304-6630 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	Call 844-304-6630, press Provider prompt (1) 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 and NEDD: 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