Department of Medical Assistance Services

Non-Emergency Medical Transportation (NEMT) Provider Enrollment

The State of Virginia Department of Medical Assistance Services (DMAS) Non-Emergency Medical Transportation (NEMT) programs are managed by transportation brokers or internal transportation services. Currently, you do not enroll with DMAS directly for Fee For Service (FFS) or Managed Care Organization (MCO) NEMT programs.

Fee For Service NEMT

DMAS contracts with ModivCare (formerly LogistiCare) as the transportation broker for the FFS NEMT program. ModivCare (formerly LogistiCare) enrolls Providers, Volunteer Drivers, trains drivers, inspects vehicles, negotiates contracts and rates, assigns trips, and pays providers for transporting FFS Members. ModivCare (formerly LogistiCare) will go over all requirements for provider and driver enrollment. ModivCare (formerly LogistiCare) Provider Enrollment Unit contact information is listed below. Find the list of FFS NEMT Driver, Attendant, and Vehicle Requirements at the DMAS website.

Managed Care Organization NEMT

Medicaid Members can be enrolled in one of five MCOs under Cardinal Care or the FFS program mentioned above. Each MCO has a contracted transportation broker. Each of these brokers have provider and driver enrollment requirements similar, if not the same as the FFS NEMT program. Each broker enrolls providers, trains drivers, inspect vehicles, negotiates contracts and rates, assigns trips, and pays providers for transporting MCO Members. Each MCO broker will go over all requirements for provider enrollment.

Transporting FFS and MCO Medicaid Members

You must enroll with the broker(s) to transport Medicaid Members. The broker(s) basically preauthorizes all NEMT services for the Member. Members can request a provider when calling in transportation reservations, but transportation brokers are under no obligation to assign a provider the member requests. Transportation providers are assigned trips by the broker. FFS and MCO Transportation Broker contacts are listed below.

DMV Requirement

DMV requires NEMT providers to have proper operating authority and licensed vehicles before transporting Medicaid Members. Please go to the DMV web site and look up irregular route "For Hire" or NEMT license requirements at www.dmv.virginia.gov. NEMT Brokers may require additional insurance that is more than DMV's requirement when enrolling in the FFS or MCO NEMT programs.

MCO	NEMT Transportation Broker	Transportation Provider Enrollment Telephone Number
Aetna	ModivCare (formerly LogistiCare)	866.810.8302
Anthem	Access2Care	804-873-5200
Sentara	ModivCare (formerly LogistiCare)	866.810.8302
Humana	ModivCare (formerly LogistiCare)	866-603-8619 / Link: Transportation Provider / Driver Contact Form - Formstack
United HealthCare	ModivCare (formerly LogistiCare)	866.810.8302
DMAS Fee For Service	ModivCare (formerly LogistiCare)	866.810.8302

Updated July 1, 2025