

## NEMT Services

TMS offers different transportation assistance services like:

- Milage reimbursement
- Access to public transit
- TMS contracted drivers

Transportation is available to these providers:

- Primary Care Providers
- Hospitals
- Physical Therapy
- Lab Centers
- Pharmacies and More

All trips will be in non-emergency vehicles. If you have an emergency like trouble breathing, broken bones, or passing out call 9-1-1 at once.



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Room 231  
Des Moines, IA 50321-2854

1-866-572-7662

[www.TMSManagementGroup.com/Iowa](http://www.TMSManagementGroup.com/Iowa)



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

**User Guide**

**1-866-572-7662**



As a member who is eligible for full Iowa Medicaid benefits, you are able to get the travel assistance you need to make your medical appointments.

Members must have:

1. An active Medicaid ID number
2. An appointment for services covered by Iowa Medicaid
3. The appointment day and time, and the time you will need to be picked up
4. Provider's name, complete address and phone number

**For help traveling to health care appointments call  
1-866-572-7662**

We work to create clear transportation programs for members. We use quality transportation operators near you so that you can get to covered health care appointments.

Please call 1-866-572-7662 at least two business days in advance to make sure your travel is scheduled.

All trips will be in non-emergency vehicles. If you have an emergency like trouble breathing, broken bones, or passing out call 9-1-1 at once.

We want to know if you are satisfied with our services. If you have a problem with your transportation, let us know.

Call 1-866-572-7662 with the name of the transportation company and name of the driver.

If your ride is more than 10 minutes late from the pick-up time you agreed to with TMS, please call TMS, toll free at:  
1-866-572-7662

**Client Sensitive  
Agency Efficient  
Provider Friendly**