



Navigating the Barriers of Transportation in Halifax and Northampton Counties, NC

“Need A Ride, Start
Here”

**Equipping The Community Organization,
Inc.**

Funding provided by WellCare of NC
(Community Impact Council)

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Public Transit Service

Choanoke Public Transportation Authority (CPTA)

Service type: Community public transportation (demand-response / scheduled rides)

Service area: Bertie, Halifax, Hertford, and Northampton Counties

Trips: Local Community Colleges, Shopping Centers, Medical Offices, Senior Centers, Adult Day Care Services, Human Service Agencies, and other local destinations

Schedule: Monday–Friday; must schedule rides ahead (often 2 days).

Contact: (252) 539-2022

Base: Rich Square, NC (Northampton County)

Notes: Operates General Public service within counties named above; fares begin at \$2 a trip

Medicaid / Non-Emergency Medical Transportation (NEMT)

North Carolina Medicaid NEMT Services

Service type: Non-Emergency Medical Transportation

Who qualifies: Medicaid Enrollees

Types: Transportation to and from medical or mental health appointments, pharmacy visits, treatment sessions.

How to access: Contact your Medicaid health plan or broker as listed on your plan ID card; many health plans have a dedicated NEMT phone number.

Notes: Often free for eligible beneficiaries; requires advance scheduling (typically 2–4 business days).

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Non-Emergency Medical Transportation (NEMT) services help get you to your Medicaid appointments.

You may be able to get rides if you have a Medicaid Standard Plan, Tailored Plan, the EBCI Tribal Option or NC Medicaid Direct program (See “How to Schedule a Ride” below for a complete list of health plans and programs that can use this service.)

Get a ride to and from Medicaid appointments, including:

- Visits to your Medicaid doctors or specialists
- Pick up prescriptions
- Mental health appointments
- Substance use treatment

Accessible rides are available. Anyone under age 18 must be accompanied by an adult and your caregiver can ride with you.

How to schedule a ride

You should ask for your ride at least 2 days before your appointment. For urgent pickups, like leaving the hospital or going to the pharmacy, you do not need to ask ahead of time.

 **Call the number listed below for your Medicaid health plan or program (shown on your health plan ID card) to schedule a ride:**

AmeriHealth Caritas	833-498-2262
Carolina Complete Health	844-784-8931
Healthy Blue	855-397-3602
UnitedHealthcare Community Plan	800-349-1855
Alliance Health	855-759-9600
Partners Health Management	833-577-2309
Trillium Health Resources	877-685-2415
Vaya Total Care	888-621-2084

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Travel-related reimbursements

If you drive yourself to an appointment, or if a family member or friend gives you a ride, you might get money back for travel costs. The rules for getting money back are different for each health plan and NC Medicaid Direct. Contact your health plan or Medicaid program (see the list above) to learn more.

If there is a problem with your ride

If you have a problem asking for a ride, the ride does not come on time or if there is any other problem, contact your health plan or Medicaid program (see the list above). Ask them to fix the problem, or you can file a complaint health plan or contact the Medicaid Ombudsman program, if your issue remains unresolved.

County-Based Medicaid Transportation

Local Departments of Social Services provide NEMT services for NC Medicaid Direct and the Eastern Band of Cherokee Indians (EBCI) Tribal Option members. NC Health Choice beneficiaries are not eligible for NEMT services.

Requires advance scheduling (typically 3–5 days)

Halifax County Department of Social Services

 (252) 536-2511

Service: Medicaid transportation coordination

Northampton County Department of Social Services

 (252) 534-5811

Service: Medicaid transportation coordination

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Senior & Specialized Services

(Mostly relevant to older adults or disabled passengers — contact directly for eligibility and scheduling.)

Halifax County Council on Aging

Service type: Transportation assistance for seniors and disabled riders

Service area: Halifax County

Purpose: Trips to senior centers, medical appointments, daily living needs

Contact: Halifax County Council on Aging at 252-536-2511

Jo Story Senior Center (Halifax)

- **Service type:** Senior center-linked transportation such as transportation to senior center, shopping, and other activities.
- **Service area:** Halifax County
- **Notes:** Provides varied services; age 60+ eligibility.
- **Contact:** 252-533-2847 Ext. 5

Hattie Palmer Staton Senior Center (Halifax)

- **Service type:** Senior center-linked transportation such as transportation to senior center, shopping, and other activities.
- **Service area:** Halifax County
- **Notes:** Provides varied services; age 60+ eligibility.
- **Contact:** 252-826-3891

Northampton County Department of Social Services

- **Service type:** NEMT for older adults over 60 without Medicaid transportation coverage
- **Service area:** Northampton County
- **Notes:** Based on Age 60 and up or disabled (eligibility).
- **Contact:** 252-534-5811

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Choanoke Public Transportation Authority

- **Service type:** NEMT for older adults over 60 without Medicaid transportation coverage
- **Service area:** Northampton County
- **Notes:** Based on Age 60 and up or disabled (eligibility).
- **Contact:** 252-539-2022

Patient Based Transportation

Halifax County Health Department

The Halifax County Health Department operates their own van for transporting health department patients for clinic services, to and from the Health Department and their home address located in Halifax County. For those that drive themselves or are provided with transportation by another private individual a gas voucher at the front desk upon checkout. Health Department services include WIC appointments in person and virtually, from the Roanoke Rapids location. Contact the WIC office for details. If a family is enrolled with Baby Love Plus, Baby Love Plus offers gas vouchers for non-medical transportation needs and medical transportation needs when NEMT is not a viable option. Care Managers and clinic staff will assist a family in scheduling NEMT when applicable.

Rural Health Group

Rural Health Group assists active sliding fee-based patients to get to their appointments. A Gas card may be offered, if available.

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Helpful Notes (How to Use These Services)

- **Booking:** Many community transit services (like CPTA) require advance scheduling (often 24–48 hours).
- **Eligibility:** Medicaid NEMT and senior programs have eligibility rules; always call-in advance.
- **Private Transportation Providers:** There are several independent transportation providers that may be utilized as private pay (rider take care of the cost). Rates vary.
- **Have the following information available when scheduling for your appointment:**
 - Your full name, current address, phone number,
 - Your Medicaid ID number or Member ID number
 - The date of your appointment
 - The name, address, and phone number of where you are going
 - The name, address, and phone number of your doctor/provider
 - The type of appointment (for example: doctor/provider visit, lab test, therapy appointment)
 - The type of assistance or mobility aid you require

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Several North Carolina Medicaid Managed Care plans use Transportation Brokers such as Modivcare and MTM for non-emergency medical transportation (NEMT). Some plans may also use Uber and Lyft, when available.

Important Information for Members:

- **Booking Rides:** Rides should generally be booked at least two days in advance.
- **Services Covered:** Transportation includes personal vehicles (mileage reimbursement), taxis, vans, and public transit for authorized medical appointments.
- **Contact:** Members can call the specific numbers above or use the [Modivcare app](#) to book trips, check status, or cancel rides.

The Modivcare App makes it easy to book a ride for your doctor visit. Members with the app can book and manage trips from a smartphone. You can download the **Modivcare App** from [Google Play®](#) or the [Apple App Store®](#).

How to download the app to your phone:

1. Check with your [health plan](#) to make sure the Modivcare app will work for you
2. Make sure you have a smart phone
3. Find the Modivcare app on [Google Play®](#) or the [Apple App Store®](#):



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Carolina Complete Health Members and United Healthcare Members:

Members may download the MTM Link Member mobile app!



The MTM Link Member mobile app makes it easy to book a ride for your doctor’s visit when and where you like, right from your smartphone or tablet. Just search for the MTM Link Member mobile app on [Google Play®External Link](#) or the [Apple App Store®External Link](#), and download it to your smartphone or tablet. Qualified members can book and manage trips once the app is downloaded to their device.

With the app you can:

- Book an upcoming trip
- Make trip changes, set up future trips, or cancel your trip
- See where your driver is in real time
- Text or call your driver to make sure your ride is on time.
- Contact a live service agent directly in the app

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NC Medicaid General Support (Statewide)

NC Medicaid Contact Center – eligibility, coverage, general questions

 **1-888-245-0179** (TTY available)

NC Medicaid Enrollment Broker – help choosing or changing health plans

 **1-833-870-5500** (TTY: 711 or RelayNC.com)

NC Medicaid Ombudsman – help resolving coverage issues

 **1-877-201-3750**

Standard Medicaid Managed Care Plans

These are the main **Medicaid health plans** serving beneficiaries in Halifax & Northampton Counties:

AmeriHealth Caritas North Carolina

Member Services: **1-855-375-8811** (TTY: 1-866-209-6421)

Healthy Blue of North Carolina

Member Services: **1-844-594-5070** (TTY: 711)

Trillium Tailored Plan

Member Services: 1-877-685-2415 (TTY:711)

NC Healthy Blue Care Together

Member Services: **1-833-777-3611** (TTY:711)

UnitedHealthcare Community Plan

Member Services: **1-800-349-1855** (TTY: 711)

Carolina Complete Health

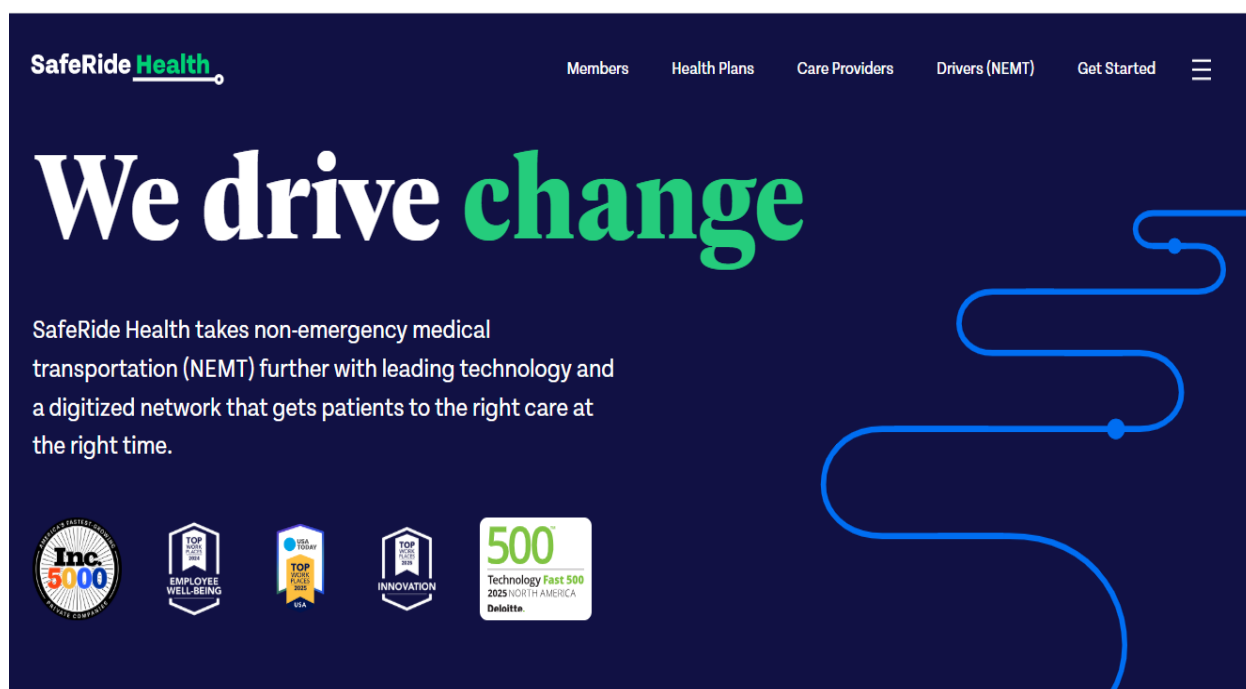
Member Services: **1-833-552-3876** (TTY options available)

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Other Resources

[About | SafeRide Health](#)

<https://www.saferidehealth.com/>



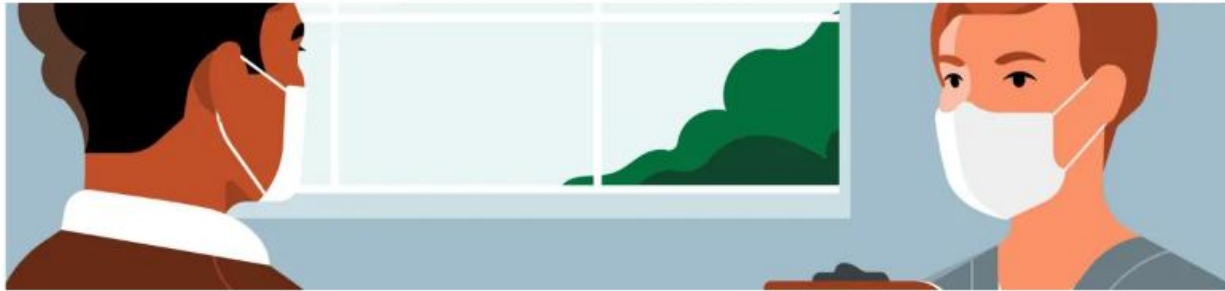
SafeRide Health may be used by Care Providers and Members to obtain access to NEMT. For instance, a dialysis patient needed help getting to their treatments. They didn't have Medicaid, and their health plan's transportation benefits had already been used up. Safe Ride Health was able to assist with finding no cost rides to the patient to dialysis.

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<https://www.uberhealth.com/>

We help close the loop for healthcare organizations

Uber Health can help reduce barriers to care for riders of all assistance needs in a single HIPAA-enabled platform.



Health plans

Design your benefits to address transportation access among patients and caregivers. With Uber Health, you get access to multiple mobility modalities and delivery solutions in one place.



Health systems and providers

Improve discharge workflows, decrease no-shows, and create operational efficiencies with inter-facility transportation.



Home health companies



Brokers and transportation providers

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***CPTA is Northampton and Halifax County Local Transportation
Authority***



505 N. Main St. /post office box 320 rich square, nc. 27869
For more information call (252) 539-2022 ext. 222
Or visit us on the web at: www.choanokepta.org
Everyone at CPTA thanks you for your business & support!

CPTA provides services Monday through Friday for trips to:

- Local Community Colleges
- Shopping Centers
- Medical Offices
- Senior Centers
- Adult Day Care Services
- Human Service Agencies
- and other local destinations.

Services shall include lift-equipped vehicles for passengers with mobility devices.

CPTA also provides out of county medical services on certain days of the week.

CALL FOR MORE DETAILS!