



CHISAGO COUNTY HEALTH & HUMAN SERVICES

313 North Main Street, Room 239
Center City, MN 55012-9665

General Information	651-213-5600
Administrative	651-213-5609
Child Support	651-213-5647
Financial Assistance	651-213-5640
Welfare Fraud	651-213-8808
North Branch	651-674-4433
FAX	651-213-5685
Public Health	651-213-5628

NOTICE

**Do you need Non-Emergency Medical Transportation or Mileage Reimbursement to Health Care Services?
Call Minnesota Non-Emergency Transportation Program (MNET)
Toll-free at 1-866-467-1724**

Why am I getting this notice?

This letter provides information on how to get transportation to a health care service for people on Medical Assistance (MA) living within Anoka, Chisago, Dakota, Hennepin, Isanti, Ramsey, Sherburne, or Washington County.

What if I am enrolled in a Health Plan?

Call your Health Plan for transportation options.

What if I will be enrolled in a Health Plan soon? Should I still call MNET?

After you are enrolled in the Health Plan, contact your Health Plan for transportation assistance. If your appointment is before your enrollment date with the Health Plan, call MNET.

What may I get if I call MNET?

You will get an assessment by a MNET call center representative to see what kind of ride you need. You may get:

- Mileage reimbursements to drive your car or have a friend, neighbor, or relative drive you in their car.
- A ride from a certified volunteer driver arranged by MNET.
- A bus pass.
- A ride in a taxi.
- A ride on light rail transit.
- Instruction on how to contact a Special Transportation provider (if MNET assesses a need for special transportation).

I already have a free way to get to the doctor. Do I have to call MNET?

No, MNET is only for people who cannot get their own rides or who need unique transportation assistance. If you have a free or arranged way to get to health care appointments, you must continue with that arrangement.

What are the hours for MNET?

- Monday through Friday 7 am to 6 pm.
- After these hours, your call will be transferred to a Customer Service Representative that will assist you as to how to get urgent transportation.

How far in advance do I have to call to get a ride?

- Call three (3) business days before your scheduled appointment.
- If you give less notice of an upcoming appointment, MNET will do their best to get you a ride.
- If MNET is unable to get you a ride, you may be asked to reschedule your appointment.

Do I have to call in advance if I am seeking mileage reimbursement?

Yes, even if you are requesting mileage reimbursement you need to call MNET in advance.

When I call MNET, what information should I have available?

- Your name, address, where you are to be picked up and telephone number where you can be reached the day before your scheduled transportation for confirmation.
- Your 8-digit Minnesota Health Care Number.
- Date, time, destination address, and telephone number of your appointment.
- Type of medical appointment such as: dental, medical, surgery, dialysis, x-ray, CD, med management, etc.

What if my doctor refers me to another medical facility that is not located nearby?

Your doctor will need to furnish written documentation to authorize travel to another facility. Travel is only approved to the closest provider or facility able to provide the care you need. Please contact your financial worker for information.

What if I have a complaint about the ride or service provided to me?

If you have a complaint you will need to file a formal complaint. Please call MTM WeCare at: 1-866-436-0457. If a formal complaint is not filed, MNET cannot investigate and resolve the issue.