

Non-Emergency Medical Transportation (NEMT) Services for Delaware Medicaid Recipients

Includes transport for COVID-19 vaccinations

Important Numbers

Reservations :

1-866-412-3778

Ride Assist

1-866-896-7211

If the member is experiencing a medical emergency, please call 911.

Note: Return Ride/Will Call – Transportation provider will have up to 45 minutes from the time of the call to pick up Member.

Routine Reservation Hours:

Monday – Friday from 7 a.m. – 4 p.m. (local time)

Reservations will not be taken without a confirmed appointment time.

When calling to make a reservation, follow prompts for COVID-19 Immunization related calls for a specialized agent.

Three (3) business days' notice (excluding weekends and holidays) is required for scheduling trips.

(Urgency will be considered as needed due to limited vaccine availability.)

DRIVE-THRU APPOINTMENTS:

LYFT will not accommodate drive-thru appointments.

Drive-thru appointments must be 30 minutes or less.