



## **Net Transportation Services** is Non-Emergency Medical Transportation Services for current Cuyahoga County Medicaid (Medicare) recipients only

**Please Note:** Client must have a medical condition that does not allow them to take public transportation to utilize this services

### **Steps to obtaining Medical Transportation**

1. Clients deemed In-eligible for Net Transportation:
  - a. Medicaid plan does not include transportation services
  - b. Residential address is not current in Medicaid System-MITS
  - c. Client is wheelchair bound. (Clients must be able to get in and out of the cab on their own).
2. To check for eligibility, please leave the following information on the phone line that applies: Leave only one (1) message per line
  - a. Your Full Name and Date of Birth
  - b. Current Residential Address
  - c. Social Security Number and/or Medicaid Number
  - d. Current Phone Number.
3. If you qualify for services a starter packet will be sent that includes:
  - a. 3 blank forms to be signed by your physician's office
  - b. 3 paid postage return envelopes
  - c. A list of our contracted cab company
  - d. Net Transportation Process and Staff Directory
4. Submit completed and signed forms ten (10) days prior to your medical appointment for processing and mail delivery. Submit forms via fax: 216-987-7045; email: [CuyahogaNET@jfs.ohio.gov](mailto:CuyahogaNET@jfs.ohio.gov) mail listed on the bottom of the application.
5. Clients deemed ineligible will be notified immediately via phone and/or mail

## **Net Transportation Staff Assignments and Directory**

**Reyvonne Phillips – (216) 420-6849:** Handles the processing of new and current clients for medical transportation vouchers with four (4) appointments or less. Process and return client Notification Forms for new forms received that are deemed ineligible for services.

**Brianna Sampson – 216-420-6716:** Handles the processing of new and current clients for transportation services to **Cleveland Treatment Center (CTC), Cleveland Clinic, HCR Manor Care, Lutheran, Marymount, Metro Health, Southwest General, St. Vincent Charity and University Hospitals'** main locations.

**Krysten Strowder – (216) 420-6710:** Handles the processing of new and current clients for transportation services to **Achievement Centers for Children, Aspire, Centers for Families and Children, Charak, Connections, Community Action Against Addiction (CAAA), Fortaleza, Signature Health and Recovery Resources.**

**Norkita Hunt – (216) 698-3383:** Handles the processing of new and current clients for transportation services to Dialysis, Chemotherapy and Radiation Treatments.

Supervisor is available as needed: **Sheronda Isler-Hunter**  
(216) 420-6785 or [sheronda.isler-hunter@jfs.ohio.gov](mailto:sheronda.isler-hunter@jfs.ohio.gov)