



Provider Bulletin

New Hampshire Medicaid

05/06/2022

Medicaid FFS NEMT Broker Transition and Updated Transportation Quick Summary Guide

As of May 1, 2022, New Hampshire Division of Medicaid Services is contracting with a new transportation vendor, Coordinated Transportation Solutions (CTS). This transition from One Call to CTS affects individuals who receive Medicaid State Plan services through the department, or Medicaid FFS. This transition does not affect individuals who receive services through a Managed Care Organization (MCO) under the Medicaid Managed Care (MCM) Program. FFS individuals may contact CTS at 1-844-259-4780 (TDD: 7-1-1 or 1-800-735-2964) for rides to covered service appointments on or after May 1, 2022.

The Transportation Quick Summary Guide with all the transportation vendor information can be found on the DHHS website at: [New Hampshire Medicaid NEMT Quick Summary Guide](#).

All FFS transportation updates and changes will also be on this page.

Page Navigation: www.dhhs.nh.gov

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- Under Helpful Links, Select “Medicaid Provider Relations”

The quick summary guide is linked in the Quick Links section, on the right side of the page, on the Provider Relations page and under the “[Medicaid Fee for Service](#)” page

For questions about this notice, please contact:

Jordan McCormick, Provider Relations Manager, Division of Medicaid Services
Jordan.M.McCormick@dhhs.nh.gov

Thank you,
NH Medicaid Provider Relations