



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES**

**New Hampshire Medicaid Program**

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**To:** NH Medicaid Enrolled Nursing Facilities  
**From:** NH Division of Medicaid Services  
**Date:** April 27, 2023  
**Subject:** Nursing Home Non-Emergency Medical Transportation (NEMT) Complaints

Beginning May 1, 2023, as a temporary measure, NH Medicaid is instituting a new process for receiving NEMT complaints from Nursing Facilities. We ask that you please utilize the NEMT Feedback template, which will be available on the [Documents and Forms](#) page in MMIS, and submit to the Department via [NHMEDICAIDNEMT@dhhs.nh.gov](mailto:NHMEDICAIDNEMT@dhhs.nh.gov) after each NEMT service failure.

Please see the NEMT Presentation (also available on the [Documents and Forms](#) page) for additional details on this process and reach out to Vernon Clough at [Vernon.L.Clough@dhhs.nh.gov](mailto:Vernon.L.Clough@dhhs.nh.gov) with any questions or concerns.

If there are any other questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid Provider Relations