



TRANSPORTATION RESOURCES

Getting to your medical appointments — free and low-cost options

⚠ Important: After a procedure involving sedation or anesthesia, patients may NOT use rideshare apps (Uber/Lyft) or drive themselves. A responsible adult or one of the professional medical transport services listed is required.

Non-Emergency Medicaid Transportation (NMET) — CardinalCare / Medicaid

COST **FREE**

Who can use: People enrolled in Virginia Medicaid (CardinalCare)

How it works: Your insurance sets up and pays for rides to medical appointments

To get started: Look at your Medicaid ID card for your plan's phone number, or visit www.dmas.virginia.gov → Members → Benefits and Services → Transportation

Important tip: Call at least 5 business days before your appointment. For urgent visits, call right away and provide your doctor's phone number.

NMET Quick Tips

- ✓ Reserve your ride as soon as your appointment is scheduled
- ✓ For urgent appointments, call right away and provide your doctor's number
- ✓ Same-day transport is difficult to arrange — plan ahead when possible

When Calling NMET — Have This Information Ready

- Member ID number and date of birth
- Doctor's name or department
- Your contact phone number
- Reason for visit
- Full pick-up address (home)
- Level of assistance needed (e.g., wheelchair)
- Full drop-off address (appointment location)
- Number of car seats needed (you provide the seat)
- Date and time of appointment
- Additional passengers
- Return time (or say 'will call')

Transportation Options, Programs & Services (TOPS)

COST **\$20 for \$100 in rides every 6 months**

Who can use: Fairfax County residents with household income under \$50,000

How it works: Receive funds on a debit card — use for taxis or medical transport services

Eligibility also includes: MetroAccess users, SSI/SSDI recipients, or those meeting 225% Federal Poverty Level

To apply: Visit www.fairfaxcounty.gov and search 'TOPS', or call 703-222-9764

UniqueHands Nonemergency Medical Transportation

Phone: (571) 970-1828

Website: www.uhtrans.com

Service Area: Fairfax County, Prince William County, Northern Virginia, Washington DC

Notes: Specializes in post-procedure and post-surgery transport. Staff can wait with patient during procedure if required. Wheelchair & stretcher capable. Mon–Sat 7am–7pm, Sun 9am–3pm.

CareMobile Transportation

Phone: (703) 473-4599

Website: N/A

Service Area: Fairfax, VA and surrounding DMV area

Notes: Founded by social workers; empathy-driven medical transport. Highly rated for post-procedure and biopsy transport. Available Mon–Sun 4am–11pm.

On-The-Go Transportation

Phone: (571) 320-4979

Website: www.onthegotransportation.net

Service Area: Washington DC, Maryland, and Virginia (DMV area)

Notes: Licensed and insured in Virginia. Ambulatory, wheelchair, and stretcher transport. Military & veteran discounts available. Advance booking required.

H&M Transport

Phone: (703) 304-7889

Website: hmtransport.com

Service Area: Fairfax, Prince William, Loudoun counties and DC Metro area

Notes: Family-owned NEMT provider serving Northern Virginia since 2007. Wheelchair and stretcher van transportation.

Questions? Contact your care team or call the number on the back of your Medicaid ID card.