
The Non-Emergency Transportation (NET) Program provides transportation assistance to individuals who need access to Medicaid coverable services.

Who can use Knox County NET services?

- Individual must currently receive Medicaid Benefits.
- Individual must be a resident of Knox County.
- Individual cannot be eligible for another Medicaid transportation program (Ambulance, Ambulette, Long-term care facility, or hospice).
- Travel must be to and from medical services covered by Medicaid which do not require immediate medical attention (e.g. emergency room visits)

How can I be added to the NET program?

- Medicaid recipients can complete a “Request for NET Services” form and return it by mail or in person to Ohio Means Jobs | Knox County at 17604 Coshocton Road, Mount Vernon, Ohio 43050
- Medicaid recipients can request NET services by leaving a **voice mail** request with their name, address, and other identifying information, and the type of assistance being requested on the NET line by calling 740-393-5306 Option 2

What will I receive after I request services?

- An Approval or Denial Notice will be sent to all individuals who request NET services.
- Eligible individuals will also receive a copy of the NET rules and verification forms for their chosen transportation type along with postage-paid envelopes.

What Types of Transportation Services are Available?

- Gas Vouchers (on a reimbursement basis)
- Knox Area Transit (KAT) Rides for In-County and Out-of-County Transportation

How do I request a Gas Voucher?

- When you attend an eligible appointment, complete Gas Voucher Verification form and have your doctor complete their portion to verify your appointment.
- Return the completed verification form in a postage paid envelope, via fax at 740-397-5078, or in person at Ohio Means Jobs | Knox County
- Gas vouchers will be mailed to individuals after they are processed

How do I request a KAT ride?

- To request a KAT ride, call KAT at 740-392-RIDE (7433)
- On the day of your medical service, you will complete a Knox Area Transit Appointment verification form and have your doctor verify your appointment.
- Return the verification form in the postage paid envelope, via fax at 740-397-5078, or in person at Ohio Means Jobs Knox County.
- If verification forms are not returned by the 15th of the month following the service, you could lose NET services until that ride is confirmed or the fee paid.

What numbers do I need to know?

- Questions about Medicaid call 844-640-6446 or visit benefits.ohio.gov
- Questions about NET program or to request to be added to the list NET line 740-393-5306 Option 2 ***You must leave a voice mail message and a NET representative will return the call in no more than 2 business days***
- To request a KAT ride, call KAT at 740-392-RIDE (7433)