

**Illinois Department of Healthcare and Family Services
Transportation Services Overview for ACEs and CCEs**

Non-Emergency Transportation Services Prior Authorization Program (NETSPAP) Overview

Transportation services are available to Medicaid recipients in certain circumstances. They must be to an Illinois Medicaid covered medical service; to the nearest available appropriate medical provider; and by the least expensive mode of transportation adequate to meet the individual's need on the date of transport, including public and commercial modes of transportation.

Prior authorization process

Most non-emergency transportation service requires prior authorization. Trip requests are accepted from the recipient, medical provider, transportation provider, or a friend or family member designated by the Participant. Transportation to some medical services takes longer to process than others because of the type of medical service or the limited number of transportation options. It is therefore important to complete the prior authorization process well before the appointment date. Assistance in identifying enrolled transportation providers serving a particular area is available when you call First Transit. (The ability to obtain this information via a website is currently in development but will not be available for several months.)

Prior Authorization Vendor

HFS's current prior authorization vendor is First Transit, Inc. This company is not a transportation provider. Rather, First Transit operates a state-wide call center for the prior authorization of non-emergency transportation services. They are open on Monday through Friday from 8 AM to 5 PM, excluding state holidays via phone (1-877-725-0569), and via web at NETSPAP.com. Fact sheets on how to request non-emergency transportation prior authorization are available in English and Spanish.

Updates

Email notification of HFS Provider Information Notices provides essential information regarding HFS programs. [Enroll here](#).