

Kentucky's Regional Transportation Brokers

In Kentucky, non-emergency medical transportation (NEMT) is administered through the Human Services Transportation Delivery Program. Services are provided through Transportation Brokers based in 16 regions across the state:

Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, McCracken	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg	Pennyryle Allied Community Services (PACS)	1-800-467-4601	www.pacs-ky.org
Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster	Audubon Area Community Services, Inc. (GRITS)	1-800-816-3511	www.audubon-area.com
Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, Warren	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	www.ftsb.org
Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, Woodford	Bluegrass Community Action Partnership (BGCAP)	1-800-456-6588	www.bluegrass-communityaction.org
Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Pendleton, Owen	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Fayette	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	www.ftsb.org
Bourbon, Clark, Estill, Harrison, Madison, Montgomery, Nicholas, Powell	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	www.ftsb.org
Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, Whitley	Rural Transit Enterprises Coordinated (RTEC)	1-800-321-7832	www.4rtec.com
Breathitt, Clay, Harlan, Jackson, Knott, Lee, Leslie, Letcher, Owsley, Perry, Wolfe	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org

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Floyd, Johnson, Magoffin, Martin, Pike	Sandy Valley Transportation Services (SVTS)	1-800-444-7433	www.svtransport.org
Bath, Boyd, Carter, Elliott, Greenup, Lawrence, Menifee, Morgan, Rowan	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Bracken, Robertson, Mason, Fleming, Lewis	Licking Valley Community Action Program (LVCAP)	1-800-803-1310	www.lvcap.com

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Each broker operates a call center for NEMT eligibility determination and trip authorization for that region. The Brokers may be for-profit, not-for-profit, or human service program brokers. Brokers receive requests from Medicaid eligible individuals, complete necessary pre-authorizations, and dispatch rides through their networks of transportation providers.

Broker Funding

Kentucky's regional transportation broker system is supported through capitated funding.

A "capitated" (or per capita) budget is calculated based on the Medicaid consumer headcount in the area. The Broker receives lump-sum funding based on the number of Medicaid recipients in the region. All NEMT services must operate out of this capitated grant amount.

Broker Responsibilities

Confirm the Medicaid beneficiary's eligibility

Verify the trip is to an approved Medicaid service

Arrange transportation with qualified providers to provide NEMT service at the lowest cost

Document that all Medicaid requirements are met

Pay transportation providers for the services provided

Schedule eligible trips through one of the qualified transportation providers

Confirm transportation providers have proper background checks, licensing, training, and safe driving records