

Non-Emergency Transportation (NET)

They provide transportation to Medicaid-covered medical appointments for customers who are open on Medicaid.



How it works

NET is transportation service offered by the state for Medicaid recipients. It is available through Stark County Job & Family Services (SCJFS).

This Service offers transportation to Medicaid providers within Stark County. If you require transportation to a provider outside Stark County, you must provide a doctor's referral to explain why treatment at this location is needed.

Stark County Job & Family Services

Division of Human Services

221 3rd St. SE, Canton, OH 44702
Cash, food, & medical assistance applications
Customer service: 1-844-640-OHIO (6446)
Child Care: 330-452-4661

Division of Children Services

402 2nd St. SE, Canton, OH 44702
Report child abuse and neglect: 330-455-KIDS
Foster care and adoption: 330-451-8789

Division of Child Support

221 3rd St. SE, Canton, OH 44702
Customer service: 330-451-8930
Payment information: JFS.ohio.gov/ocs

Executive Offices

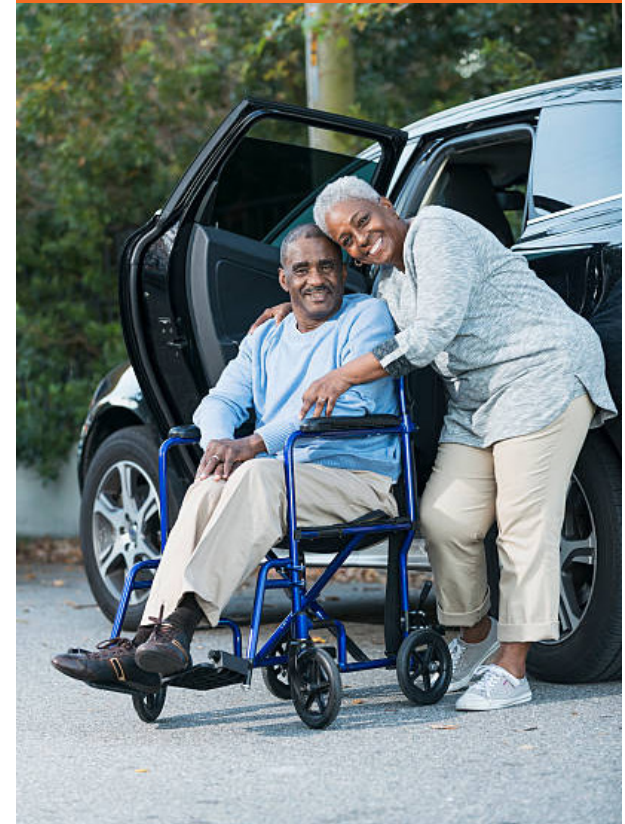
221 3rd St. SE, Canton, OH 44702
Customer service: 330-452-4661

Visit our website at
StarkCountyJFS.gov



Non-Emergency Transportation (NET)

Division of Human Services



Stark County Job & Family Services
221 3rd St. SE, Canton, OH 44702
Phone: 330-452-4661
StarkCountyJFS.gov

How to apply for NET

To be eligible, you must be a Medicaid recipient with an open case through Stark County Job & Family Services.

To apply for NET you or your authorized representative can contact NET staff during regular business hours, weekdays from 8am-4pm. Staff are available by phone, fax, or in person at Stark County Job & Family Services, Division of Human Services, 221 3rd St. SE, Canton, OH 44702.

NET Coordinators:

330-451-8486

330-451-8449

330-451-8015

NET Supervisors

330-451-8015

NET Fax:

330-451-8859

Completing NET Forms

Each month, after all of your visits have been done, it is your responsibility to submit completed and signed forms to NET staff. NET staff will process the forms and send them to the Stark County Auditors, who will issue you a reimbursement check.

How much does NET cost?

Non-emergency transportation is provided at no cost to you. The cost of the transportation is covered by the state through SCJFS.

What are my transportation options?

NET participants have two transportation options:

Fixed Bus Route

You, or your authorized representative, can pick up a SARTA fixed-route bus pass at SCJFS Human Services, 221 3rd Street SE, in Canton. You can also request that a bus pass be mailed to you. NET requires at least 10 days advance notice in order to mail SARTA fixed-route bus passes.

Curb-to-Curb

Curb-to-Curb transportation services are provided by SARTA Proline, ABCD Dial-A-Ride, Koala Kruizers and ReliaRide. If you use NET, and are in need of curb-to-curb transportation, you should not contact SARTA Proline, ABCD Dial-A-Ride, Koala Kruizers or ReliaRide directly. Instead, contact NET to make arrangements. Advanced notice of three-to-five business days is required for NET staff to schedule curb-to-curb transportation.

Other transportation options

In some very specific and limited situations, NET will allow for client reimbursement for other transportation services.

If, as a NET user, you qualify for this option, you will be sent forms to give to your provider (doctor, dentist, eye-doctor, etc.) to sign. These forms are to verify you have attended your scheduled appointment(s).

