



Dear Non-Emergent Medical Transportation Providers,

Resolved 7/11/25: Non-Emergent Medical Transportation (NEMT) claims submitted on or after 7/1/2025 were denying for Explanation of Benefits (EOB) 1040 - "A billing provider contract could not be assigned to this claim."

Claims were reprocessed on 7/11/25.

The issue was resolved on 7/11/25.

Thank you,

Department of Health Care Policy & Financing

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Dear Non Emergent Medical Transportation Providers,

Non Emergent Medical Transportation (NEMT) claims submitted on or after 7/1/2025 are denying for Explanation of Benefits (EOB) 1040 - "A billing provider contract could not be assigned to this claim."

A resolution is in process.

Claims will be reprocessed.

Thank you,

Department of Health Care Policy & Financing