

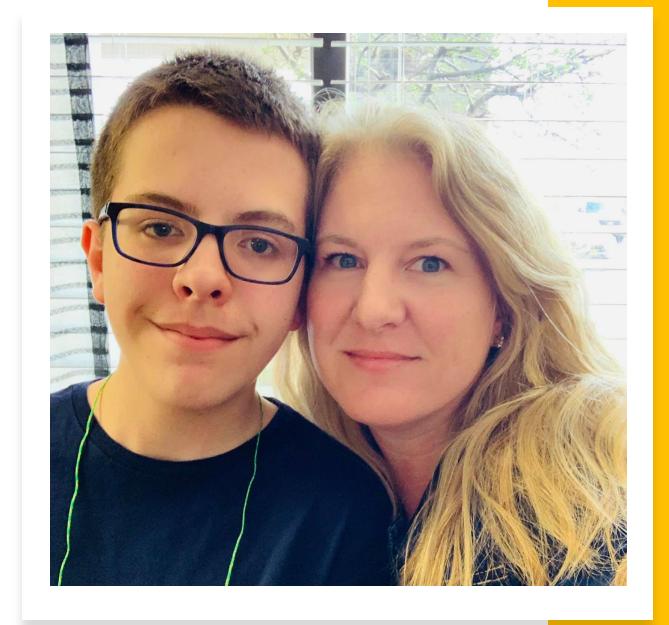
Medicaid Non-Emergency Medical Transportation

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Human Development Institute





Framework



We are all learners. All ways of learning are valued.



Information shared verbally will also be shown in text.



Maximize what is available. Seek new uses for old tools.

Topic Overview

Non-emergency medical transportation (NEMT) is an important benefit for Medicaid beneficiaries who need to get to and from medical appointments.

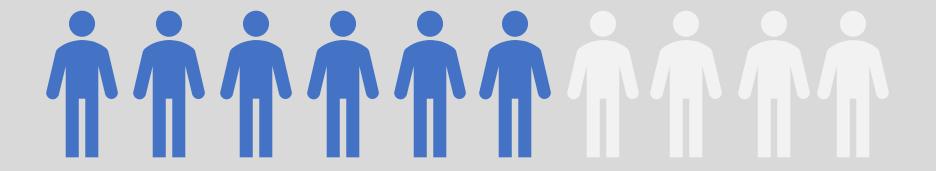
Learn how NEMT can be used for <u>other</u> qualifying plan of care associated services.

Learning Statement

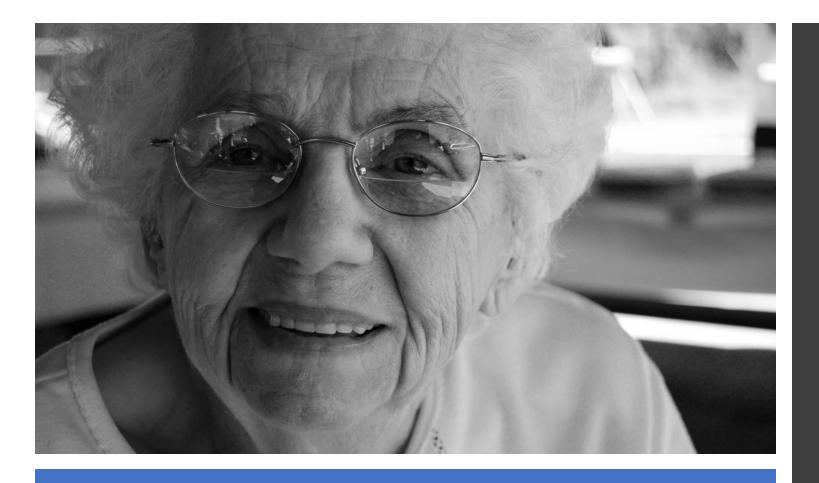
As a result of the completion of this module you will understand how to most effectively access the full range of NEMT services available for Medicaid eligible individuals.



Nearly 60 percent of Medicaid beneficiaries report a lack of reliable and affordable transportation as a barrier to receiving health care services.

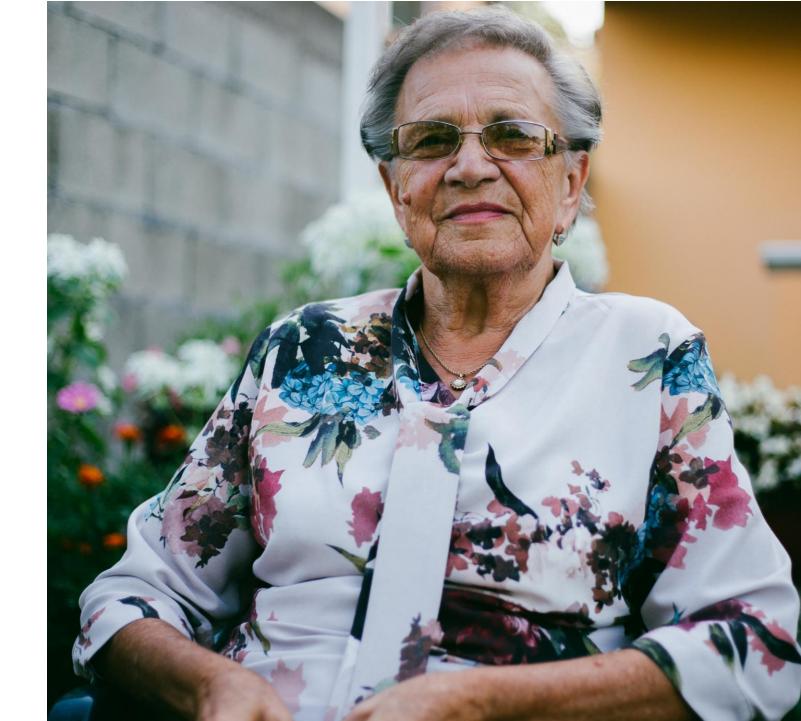


Annals of Emerging Medicine, 60, Issue 1 (2012): 4-10.e2.



Cost-Benefit Analysis of Providing Non-Emergency Medical Transportation, Transit Cooperative Research Program One study estimated at least 3.6 million people miss or delay medical care each year because they lack available or affordable transportation.

Adults who lack transportation are disproportionately poor, elderly, and disabled and more likely to have multiple health conditions.



Medicaid transportation

To address this issue, Medicaid provides transportation services to and from qualifying Medicaid related services for eligible beneficiaries.

Medicaid transportation:



Emergency Medical Transportation - EMT



Non-Emergency Medical Transportation - NEMT

NEMT

Non-emergency medical transportation (NEMT) services are required to be provided by each state due to long-standing federal regulations.

Why learn about NEMT?

Under federal regulation, NEMT service must be available to every eligible Medicaid recipient.

No matter how rural the location

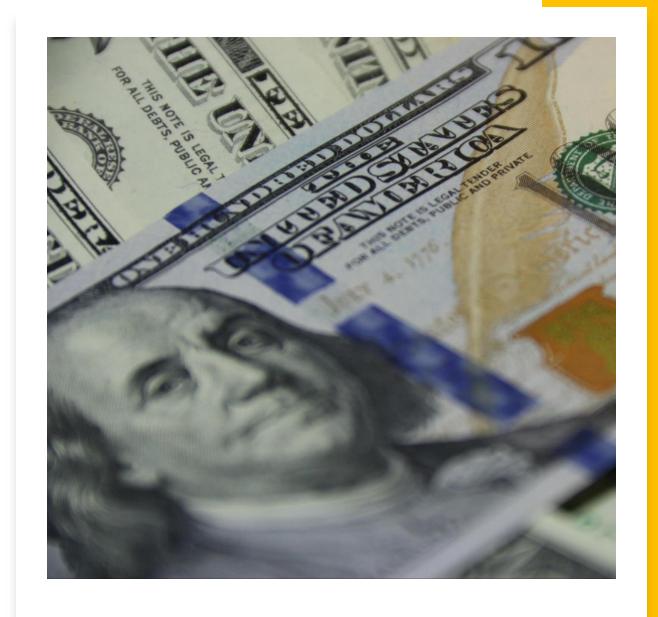
No matter how limited other public transit options.

NEMT service must be provided in <u>ALL</u> locations.



NEMT Cost

- More than \$3 billion dollars is spent annually on NEMT in the U.S.
- Less than one percent of total Medicaid expenditures



NEMT administration varies by state

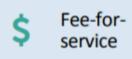


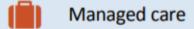
State Medicaid agencies have considerable latitude in how they administer NEMT benefits.



As a result, there are significant variations in how NEMT is provided state by state.

NEMT Service Models 2015







Private brokerage

Public brokerage

NP Nonprofit brokerage

Public transit

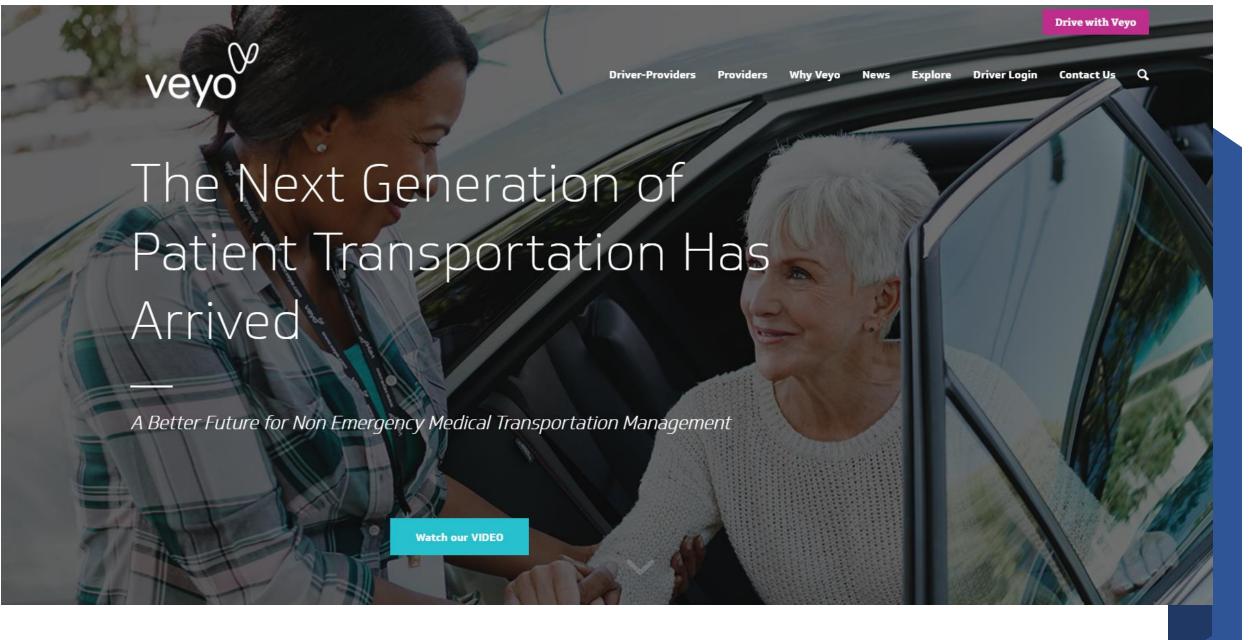
State	Service Model(s)	State	Service Model(s)	State	Service Model(s)
Alaska	\$	Louisiana	\$	Ohio	\$
Alabama	\$	Massachusetts	血	Oklahoma	<u></u>
Arizona		Maine	<u>a</u> NP <u>m</u>	Oregon	\$ (11)
Arkansas		Maryland	\$ 🔒 💵 🏦	Pennsylvania	\$ 🐸
California		Michigan	\$ 🐸	Rhode Island	A
Colorado	\$ 👺	Minnesota	\$	South Carolina	<u></u>
Connecticut	<u></u>	Mississippi	<u></u>	South Dakota	A
Delaware	<u> </u>	Missouri	<u></u>	Tennessee	\$ 📽
Florida	\$ 🛍	Montana	<u></u>	Texas	\$ 🐸
Georgia	<u>a</u> NP <u>m</u>	Nebraska	<u></u>	Utah	血
Hawaii	<u></u>	Nevada	<u></u>	Vermont	★ 🖨
Idaho	<u> </u>	New Hampshire	\$	Virginia	<u></u>
Illinois	<u></u>	New Jersey	<u></u>	Washington	血
Indiana	\$	New Mexico	\$ 💼	West Virginia	<u></u>
lowa	<u></u>	New York	\$ 📽	Wisconsin	<u></u>
Kansas	<u></u>	North Carolina	\$	Wyoming	\$
Kentucky	血	North Dakota	\$ 📽		

States may hire companies to provide all NEMT services for their Medicaid enrollees

About Circulation | LogistiCare

Founded in 2016, Boston-based Circulation was acquired by LogistiCare Solutions, LLC in September 2018, a wholly-owned subsidiary of The Providence Service Corporation (Nasdaq: PRSC). As a combined entity, they are the nation's largest manager of non-emergency medical transportation (NEMT) programs for state government agencies and managed care organizations. Together, the combination provides NEMT ride management, call center management, transportation provider network development and credentialing, and vendor administration. The two provide access to convenient, cost-effective, safe and reliable transportation. The company's technology-enabled solutions provide enhanced functionality, strong network performance, streamlined workflow processes, and high overall system efficiency. LogistiCare maintains a 99 percent complaint-free service rate while annually managing over 61 million trips and more than 24 million eligible riders in 49 states and the District of Columbia.





Some states use "dashboard" vendors that operate like Uber

Some states have partnered directly with Uber or Lyft for NEMT administration

Lyft opens up access to covered rides for Arizona's 1.7 million Medicaid patients

The San Francisco company received approval to register as a nonemergency medical transportation (NEMT) provider, following the state's decision to allow rideshare companies to qualify for the designation.

By KEVIN TRUONG

Post a comment / Jun 27, 2019 at 7:24 PM











Kentucky

- Kentucky previously offered NEMT through a voucher system.
- Since the mid-1990s, Kentucky has operated under cap-grant Regional Brokers.
- 16 regional transportation brokers review, approve, and provide or subcontract out NEMT.
- Many brokers also operate the rural public transit in their service areas.

Kentucky:

The Regional Transportation Brokers may be for-profit, not-for-profit, or human service program (public transit) providers.

The Regional Transportation Brokers may accept the state contract to manage NEMT service in a region, and then sub-contract out the actual transportation services.



Capitated funding - based on headcount of number of Medicaid recipients in a region.

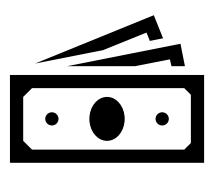
Capitated Funding



Regional transportation broker receives up-front funds monthly to provide NEMT (excluding ambulance service).



Regional transportation brokers receive the same funding if they process 1,000 rides per month or 10 rides per month. Know NEMT eligibility and covered services for your state!





NEMT qualifying trips



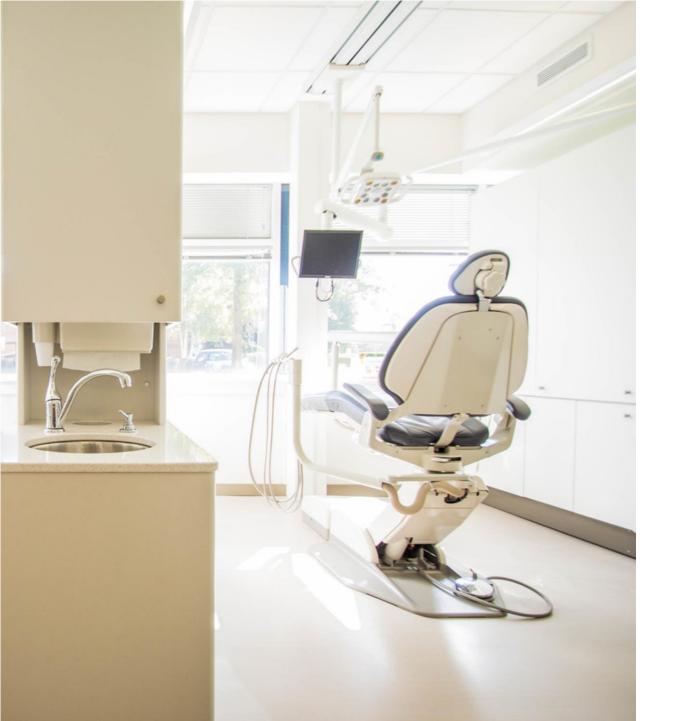
What qualifies as a Medicaid related trip?

Trips to appointments and activities that are associated with Medicaid services.



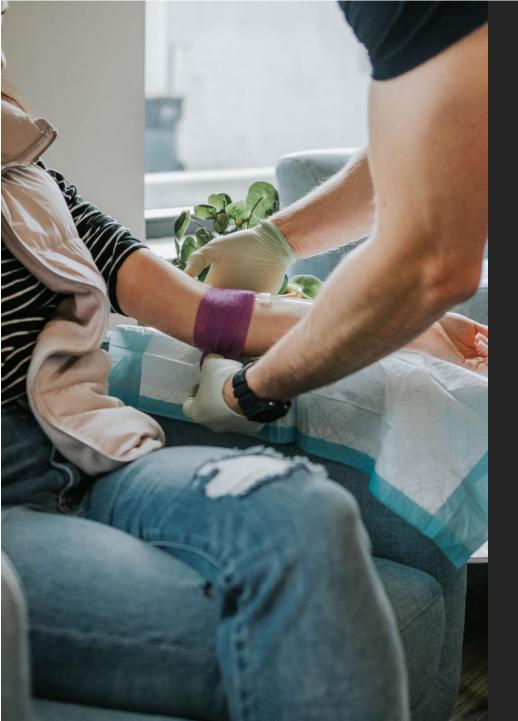
Specialist doctor visits





Dental care visits





Lab work and testing

Mental health care appointments



Behavioral health appointments







Substance abuse counseling and treatment services



Occupational therapy appointments



Speech therapy appointments



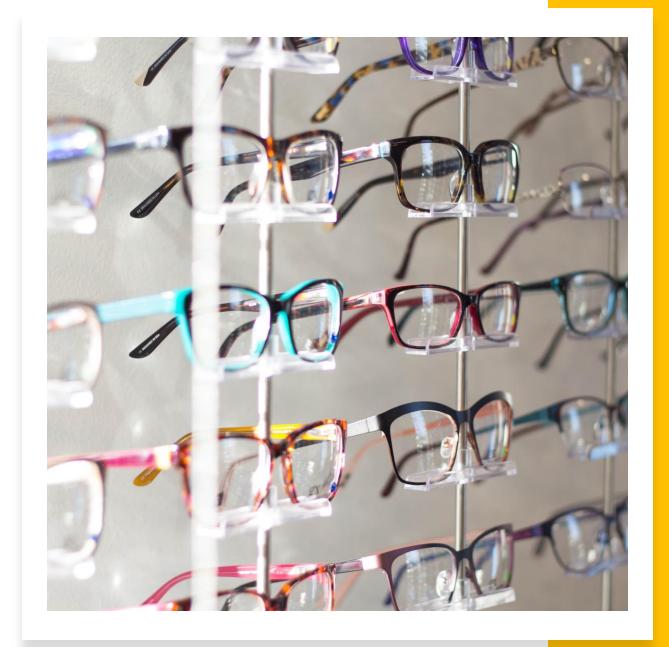
Pick up medical equipment prescribed by a physician





Pick up prescriptions at a pharmacy

Pick up prescription glasses or contact lenses



Kidney dialysis treatments



Adult day health care services





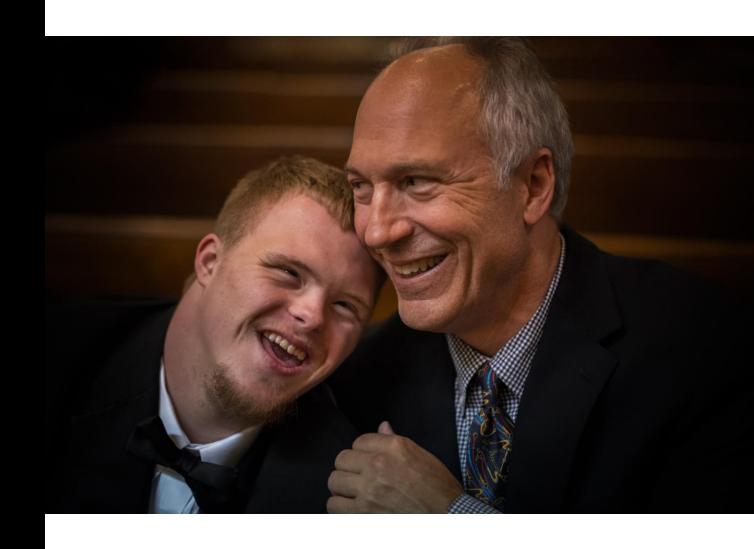
Supported Employment



Activities related to goals and objectives on a Medicaid Waiver Plan of Care



Community Access or Community Guide services provided under a Medicaid 1915 (c) Waiver



Adam:

Adam participates in a Medicaid Waiver program, with annual goals and objectives authorized by Medicaid related to community access and life skill development.

Adam loves animals, and through Medicaid community access, he takes a part-time position at the local Humane Society.



Frankie:

Frankie works at the parks and recreation ball field.

He – and his escort - use NEMT transportation through the plan of care.



1915 (c) Medicaid Waiver Plan of Care



When scheduling NEMT rides related to a Medicaid Waiver participant's goals and objectives, provide a copy of the Medicaid Plan of Care document.

The approvals process may vary by state, but the premise is the same – the trip is specifically related to Medicaid services.

Building an Effective Plan of Care







Review services outlined for each Medicaid waiver in your state (transportation services can vary by waiver)



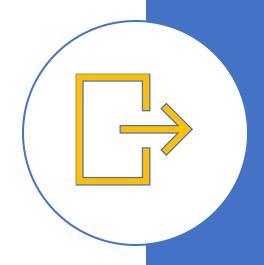
Activities of daily living:
Definitions are provided
by Center for Medicaid
and Medicare Services



Annual client meeting and development of plan of care. In most states, these can be updated monthly.

Know your State's Appeal process

- Be prepared to contact the Medicaid NEMT administrators for your state.
- If transportation is denied, ask for specific written documentation from the transportation administrator on the reason for denial.
- Go forward to Medicaid with an appeal.



NEMT Eligibility



NEMT Eligibility

There are 3 main criteria for an individual to be eligible for non-emergency medical transport:



1. Medicaid recipient

- Traditional Medicaid
- 1915c Medicaid Waiver
- Adults who are eligible for Medicaid under the Affordable Care Act's expansion up to 138% Federal Poverty Level
- Children from birth to age 21 and their families to and from providers as part of Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

2. To and from a Medicaid service

 Transportation may only be provided to and from a Medicaid-related service.



3. Lacks other transportation



- Lack of a household vehicle
- A physical, cognitive, mental, or developmental disability that impacts transit options.

In Kentucky, each of the 16 Regional Transportation Brokers operates a call center.

NEMT trips must be scheduled 72 hours in advance.



The Broker will:



Verify the valid Kentucky Medicaid card



Review the trip purpose



Identify if public records show that transportation should be available within the household



Exceptions

Under some exceptions, individuals with a vehicle registered to their household will be eligible for NEMT.

Medical exceptions

If a person can't drive or ride in a household vehicle due to a medical reason, get a statement signed by a doctor.

Laura

Laura lives with her aunt, who owns a car.

Laura can't get rides from her aunt, since she needs transportation in an accessible vehicle with a lift.

Laura is eligible for NEMT with a statement from her physician explaining the household vehicle is not accessible.



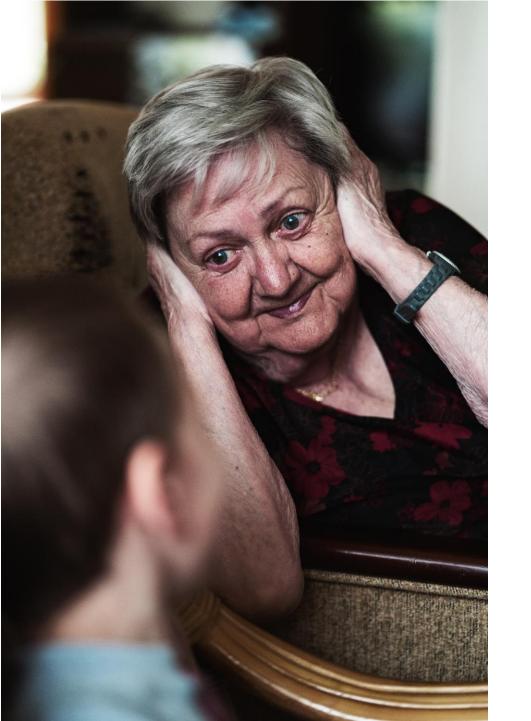


Shawn

Shawn owns and drives his own car.

Due to his medical condition, there are times when he is not able to operate a vehicle.

Shawn's neurologist writes a statement which provides eligibility for NEMT rides.



Parker

Parker, who has a developmental disability, lives with his grandmother (who owns a car).

When his grandmother becomes ill, there is no one in the household who can drive.

A physician statement allows Parker and his grandmother to both become eligible for NEMT.

David

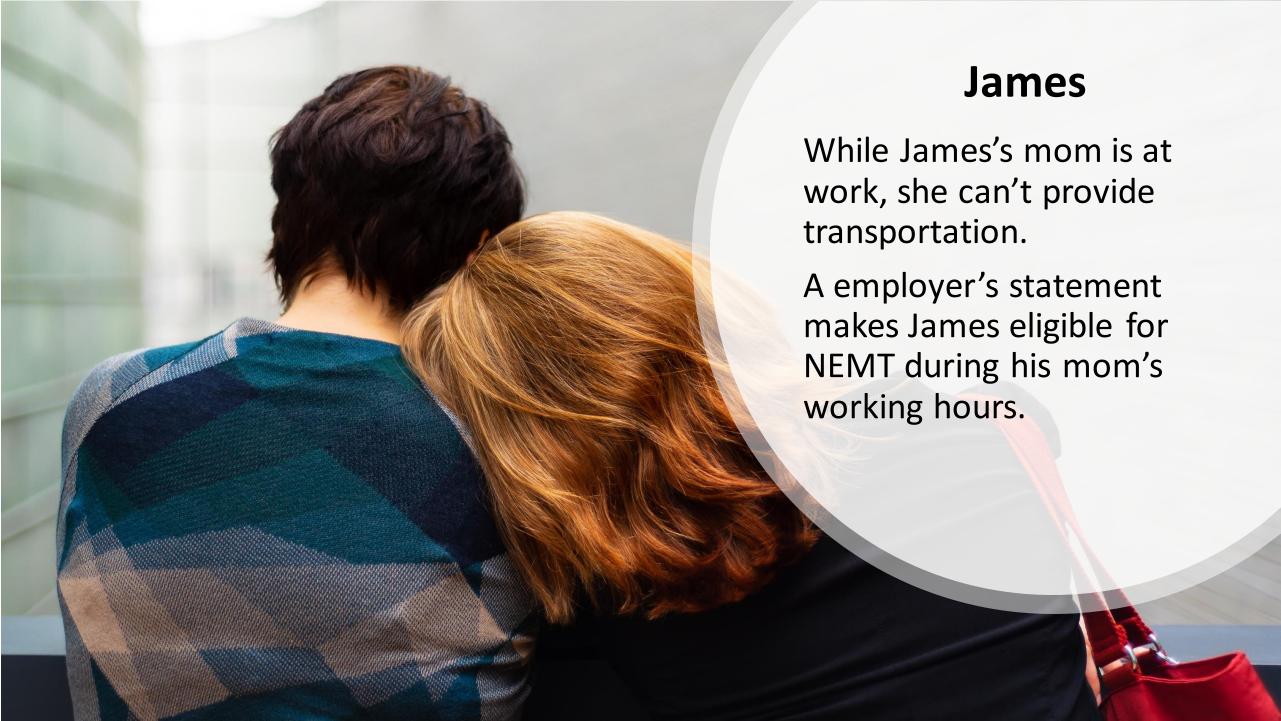
David, who is in drug and alcohol recovery program, owns a car but has lost his driver's license.

David's physician prepares a letter of medical necessity attesting to his current need for NEMT.



Work exceptions

If the person in the household who provides transportation is not available because they are at work, a statement from the employer will grant NEMT eligibility.



School exceptions

If the person in the household who provides transportation is not available due to school, a statement from a school official will provide NEMT eligibility.

Amari

Amari's father went back to school to complete a degree.

Amari does not have transportation while his father is taking classes.

A statement from the school provides NEMT eligibility.



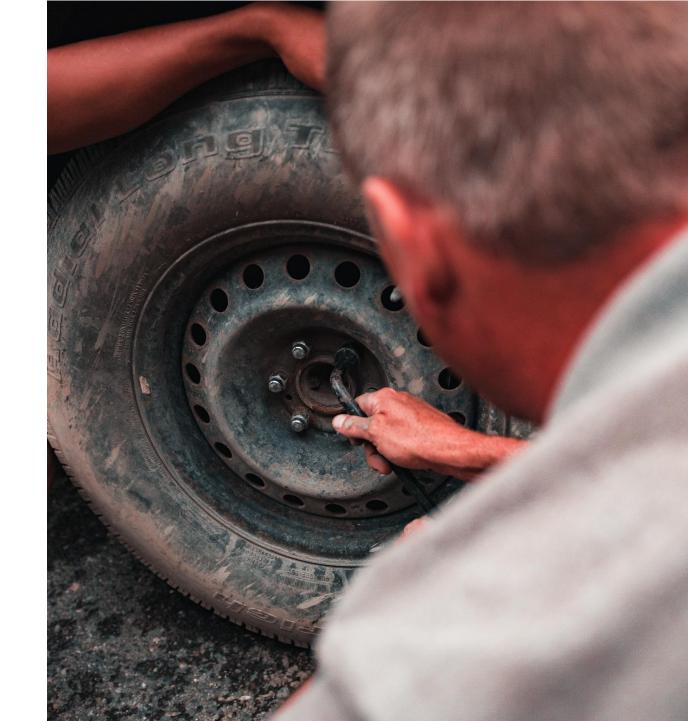
Non-working vehicle exceptions

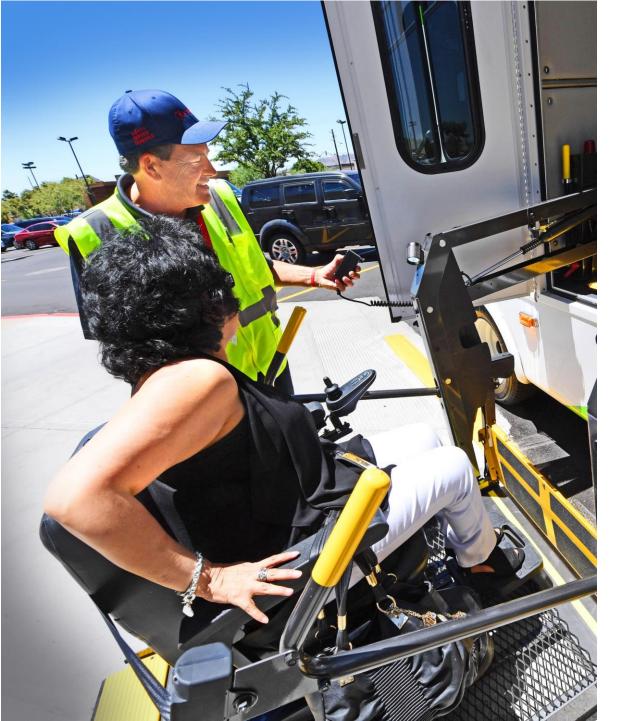
If a vehicle registered to a household is not drivable, a statement from a mechanic certifying the auto is not working may be provided.

Sherry

Sherry's vehicle has mechanical problems and is not drivable.

A statement signed by a mechanic makes her household eligible for NEMT.





Liv

Liv drives a modified van.

When the lift on her van needs repairs, she gets a statement from a mechanic to be eligible for NEMT.

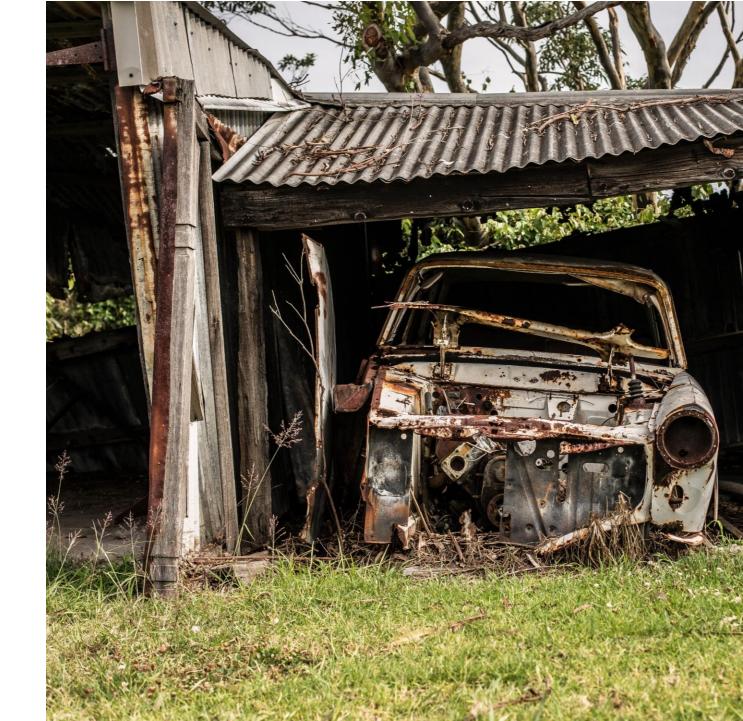
County Clerk document

A vehicle registered to the home address may be sold, junked, transferred, or cancelled out of the household through the local County Clerk's office.

Wanda

Wanda found out through a NEMT denial that a vehicle was registered to her address.

Wanda obtained a junked vehicle document from her County Clerk's office in order to become eligible for NEMT.



Troubleshooting

"Vehicles are dispatched in a manner which will allow higher utilization of each vehicle in the service area, therefore passengers may need to depart from their residence 45 minutes plus direct travel time to your destination. Routes will be designed with as much passenger convenience as possible, while continuing to encourage increased ridership."

Time in Transit

Service issues

 Beneficiaries eligible for NEMT commonly raise concerns related to customer service, particularly late arrivals or noshows, which can result in individuals missing, arriving late to, or having to reschedule appointments.

Freedom of choice

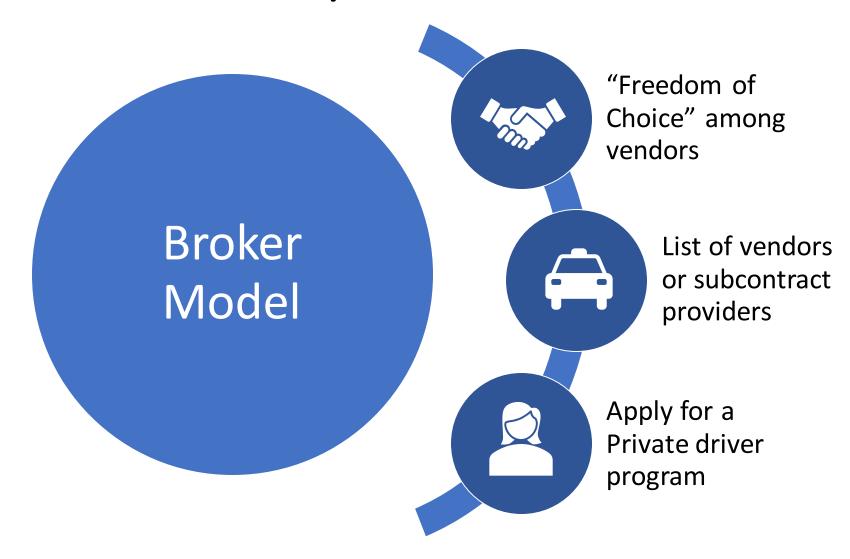
- Per Medicaid guidelines, the NEMT program must offer beneficiaries "freedom of choice" among transportation providers, as long as it is the least costly service appropriate.
- Vendors may not solicit Medicaid rides or advertise.
- Ask for the list of vendors or subcontractors for your area!

NEMT transportation may be provided by:

- Taxi
- Sedan
- Stretcher vehicle
- Public bus tickets

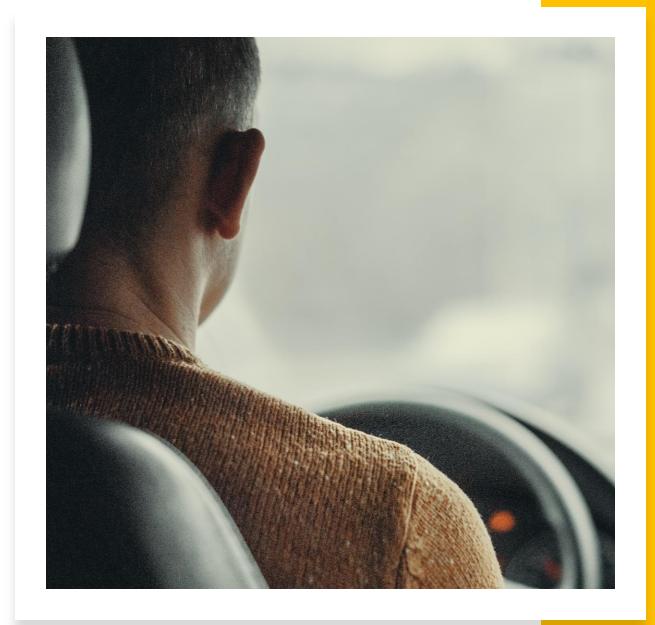
- Public bus passes
- Accessible vans
- Paratransit
- Private auto

Solutions within the System



Private Auto Providers

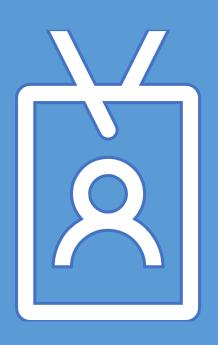
An individual in the community may be approved to provide NEMT trips in a private vehicle and be reimbursed by Medicaid.



NEMT Private Drivers

- Only a person who applied and has been approved may drive a NEMT rider under the Private Auto Provider program.
- Private Auto Providers are assigned a Medicaid billing number and are paid monthly for approved, documented trips.
- The payment rate is a per mile rate set by Medicaid.
- The Private Auto Provider may not have another person drive as a substitute.

Who can be a Private Auto Provider?



A Private Auto Provider cannot be a family member or someone who lives in the same household as the person receiving the NEMT ride.

A Private Auto Provider may be a friend, co-worker, or community member.

Search...

HOME

BUSINESS SERVICES

CITIZEN SERVICES

ES ▽

AFFILIATE SITES

Become a Private Auto Transportation Provider

Non-Emergency Medical (NEMT) Transportation Private Auto Provider

Thank you for contacting the Kentucky Transportation Cabinet, Office of Transportation Delivery. Below are the steps to take in becoming an approved Non-Emergency Medical (Medicaid) Transportation Private Auto Provider (NEMT).

To be an approved Private Auto Provider, the applicant must be a private individual (non-business) using a private vehicle to transport a Medicaid eligible recipient to a Medicaid covered service at a Medicaid approved medical provider. An approved Private Auto Provider will be reimbursed a set mileage rate for eligible transports. Recipients must meet all transportation eligibility requirements and be approved by the Regional Broker prior to a Private Auto providing transport. A recipient who is transported by a Private Auto Provider cannot be a family member of a Private Auto Provider and cannot live in the same household as a Private Auto Provider.

To apply:

• First, the applicant must contact the Regional Broker for the county in which the Private Auto individual intends to operate and/or where the recipient the applicant intends to transport resides. For a listing of Brokers and the

Contact Information

Transportation Delivery 200 Mero Street, 3rd Floor Frankfort, KY 40622 Phone: (502) 564-7433 Fax: (502) 564-2058

Hours: 8:00 a.m.-4:30 p.m. EST, M-F

Map It

HSTD Customer Service Hotline 1 (888) 941-7433

Kentucky Relay Service TDD Users: 1 (800) 648-6056 Voice Users: 1 (800) 648-6057

Public transit passes

When it meets accessibility needs, riders who have access to a city bus system may be provided with a bus pass to cover NEMT transportation.

Escorts and Assistance



NEMT rider age

NEMT riders under the age of 13 years must be accompanied by a parent, guardian, or an escort designated by the parent or guardian.

The escort may not be an employee of the transportation provider.

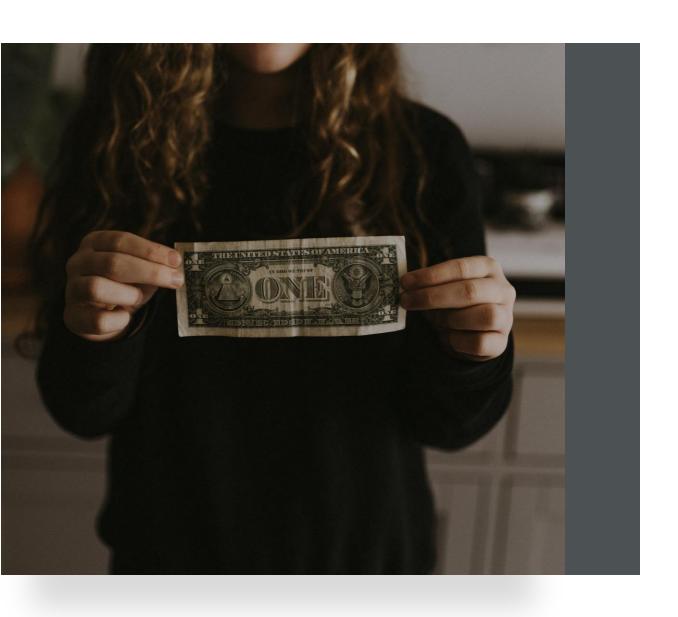


NEMT rider age

NEMT riders between the ages of 13 and 17 years may choose to be accompanied by a parent, guardian, or escort designated by the parent or guardian.

Or may choose to ride independently.





NEMT escorts ride free

A parent, guardian, or escort accompanying an NEMT rider shall not be charged a fare.



Medical Transportation Classification Form

The Medical Transportation Classification Form certifies the need for an escort.

This form is completed by a rider's health care provider.







