

CHAPTER 10: MEDICAL TRANSPORTATION**SECTION: 10.1: NEMT – COVERED SERVICES****PAGE(S) 4****COVERED SERVICES**

Non-emergency medical transportation (NEMT) shall be authorized for the least costly means of transportation available to the nearest available qualified provider of routine or specialty care within reasonable proximity.

Classification of Providers

NEMT is provided to Medicaid recipients through four classifications of NEMT providers. Scheduling for transportation will be considered in the following order:

- Public providers
- Friends and Family providers
- Non-profit providers
- Profit providers

Public Providers

The Department of Health and Hospitals has contracted with Greyhound Bus Lines and with the New Orleans Regional Transit Authority (RTA) in Orleans Parish to provide public transportation to Medicaid recipients through the NEMT program.

Friends and Family Providers

A recipient's friend or family member who is able to transport the recipient to medical appointments, but requires monetary assistance for this service, may be reimbursed for providing transportation. These individuals must be enrolled with Medicaid as a Friends and Family provider and call the Transportation Dispatch Office (TDO) to obtain prior authorization before transporting the recipient.

Individuals who are enrolled in the Friends and Family program must have completed a Friends and Family Transportation Provider Enrollment Form that was notarized attesting they have:

- A current valid Louisiana Driver's License,
- A current Louisiana State Inspection Sticker on their vehicle, and

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- Liability insurance that is at least the minimum insurance required by the State of Louisiana.

A Friends and Family Transportation Provider Enrollment Form can be obtained from Provider Enrollment. (See Appendix G for contact information.)

Non-Profit Providers

Non-profit providers include those providers who are operated by or affiliated with a public organization such as state, federal, parish or city entities, community action agencies or parish Councils on Aging. If a provider qualifies as a non-profit entity according to Internal Revenue Service (IRS) regulations, they may only enroll as non-profit providers.

Profit Providers

Profit providers include corporations, partnerships or individuals who are certified by the Bureau of Health Services Financing (BHSF) to provide non-emergency medical transportation to eligible recipients. Profit providers must comply with all state laws and the regulations of any governing state agency, commission or local entity to which they are subject as a condition of enrollment and continued participation in the Medicaid program.

Medical Service Area

Transportation services will be provided to the recipient within the medical service area. If a recipient does not have a choice of at least two providers within the service area, transportation will be authorized to the nearest provider outside the service area. **This determination is made by the TDO.**

Out-of-State Transportation

All out-of-state transportation must be prior authorized. Transportation for out-of-state medical care **will only be approved:**

- When it is the general practice for residents of a particular locality to use medical resources in an adjoining state, or
- If approval has been obtained to receive medical treatment out-of-state.

Residents of border parishes may seek medical treatment in nearby counties in an adjoining state.

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The Shriner's Hospital for Burn Patients in Galveston, Texas provides treatment to recipients at no cost to Medicaid. Therefore, transportation will be approved to this facility if the recipient is not able to arrange other transportation at no cost to him or her.

Exclusions

The following are **not** reimbursable through the NEMT program:

- Transportation to and from a pharmacy.
- Transportation from home to a nursing facility.
- Transportation from one nursing facility to another unless the recipient is transferring to a nursing facility in his medical service area because there were no beds originally available in his/her medical service area.
- Transportation for nursing home residents.
- Transportation for rehabilitation services unless the rehabilitation services have been authorized by the Prior Authorization Unit. **Transportation for the initial visit for an evaluation for the need of rehabilitation services will be approved by the TDO.**
- Transportation to WIC (Women, Infants, & Children) services appointments at Office of Public Health.

Nursing facilities are required to provide medically necessary transportation service to the nearest available provider (within 65 miles) for Medicaid recipients residing in their facilities. Any nursing facility resident needing non-emergency transportation services are the financial responsibility of the nursing facility. Therefore when an ambulance is necessary to transport a nursing home resident for non-emergency services, and does not include the physician's certification, then that trip is not payable by Medicaid. The nursing facility will be billed for services.

Non-Profit and Profit Provider Service Area

Provider service area(s) are the parish(es) in which the provider is authorized to operate. The service area must be approved by the Bureau's Health Standards Section. Request to serve a particular area or to discontinue serving an area are to be directed to the Health Standards Section - NEMT Program Manager. The service area is based on a minimum of one available vehicle per parish in the service area.

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Expansion of Provider Service Area

A provider who wishes to expand his/her geographic boundaries must submit a request in writing to the Health Standards Section – NEMT Program Manager and meet all service area criteria. The provider's compliance history and any complaints about their quality of service will be considered in reviewing these requests. Providers requiring corrective action will **not** be approved until the necessary changes have been made. Any new vehicle must be inspected. All drivers must be approved.

Requests for expansion within 60 days of enrollment or the last review, which revealed no problems, will be granted without another review.