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MO HEALTHNET DIVISION  
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April 18, 2012

Christina Penn, MSW, LCSW  
Patient and Family Services Department  
Ellis Fischel Cancer Center  
115 Business Loop 70 West  
Columbia, MO 65203

Dear Ms. Penn:

This is in response to the March 28, 2012 letter from the Patient and Family Services Department regarding Non-Emergency Medical Transportation (NEMT). The MO HealthNet Division (MHD) administers the MO HealthNet program and contracts directly with an NEMT broker. MHD appreciates being informed of your concerns about the program and the struggles that participants experience accessing transportation. As requested, the correspondence was shared with the MO HealthNet Oversight Committee and discussed at the April 10, 2012 Committee meeting.

The availability of medical services in Missouri varies across the state. MHD follows distance standards established by the Missouri Department of Insurance, Financial Institutions and Professional Registration in setting a baseline for transport under the NEMT program. A copy of the travel standards is enclosed.

MHD contracts with a broker, LogistiCare Solutions, LLC, to determine that the MO HealthNet participant is requesting NEMT services to a qualified, enrolled medical service provider, within the travel standards, willing to accept the participant. LogistiCare must transport the participant when the participant has chosen a qualified, enrolled medical service provider who is not within the travel standards if the participant is eligible for one of the following exceptions listed below and can provide proof of the exception:

1. The participant has a previous history of other than routine medical care with the qualified, enrolled medical service provider for a special condition or illness.
2. The participant has been referred by a Primary Care Provider (PCP) to a qualified, enrolled medical service provider for a special condition or illness.
3. There is not a routine or specialty care appointment available within thirty (30) calendar days to a qualified, enrolled medical service provider within the travel standards.

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Once a participant has obtained the statement from the medical provider, the documentation stays on file with LogistiCare. The participant only needs to obtain the statement of medical necessity once for a specific medical provider.

Mileage reimbursement requires submission of a trip log signed by the medical provider verifying that the participant attended a medical appointment. While most mileage reimbursement logs are submitted promptly by the participants, logs submitted several weeks or months after the appointment are still processed for payment by LogistiCare.

MO HealthNet Division investigated the issues presented in your correspondence. It is my understanding a conversation occurred on April 5, 2012 between you and MHD staff during which the individual situation related to six participants was discussed. Based on the findings, LogistiCare has provided further training to two call center representatives who were providing misinformation, and MHD has clarified policies regarding NEMT.

If you have further concerns regarding transportation services, the MO HealthNet Division would be happy to facilitate resolution. You may also contact the NEMT broker directly at 1-866-269-4717. In addition, the Participant Services Unit can also assist individuals with transportation concerns and can be reached at 1-800-392-2161.

Sincerely,

*original signed by*

Ian McCaslin, M.D., M.P.H.  
Director

IM:eg

Enclosure