

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

MO HealthNet Oversight Committee
April 10, 2012

Purpose

Provides transportation services to allow
MO HealthNet participants to access
MO HealthNet covered medical
services

NEMT is not available to:

- Services included under a 1915(c) Home and Community Based Services Waiver
- Comprehensive Substance Treatment Abuse and Rehabilitation (CSTAR) programs unless authorized by DMH
- Psychosocial rehabilitation services under the Community Psychiatric Rehabilitation (CPR) program
- Case management services
- Adult day health care services
- Durable Medical Equipment (DME) provider that provides free delivery or mail order services
- MO HealthNet covered services provided in the home such as personal care, private duty nursing, home health, etc.
- Pharmacy
- Discharges from a nursing home

Department of Mental Health

- **NEMT is available for both Fee-for-Service and Managed Care participants to the following Mental Health services:**
 - **H0001 and H0001 AM Assessment**
 - **H0001 52 Assessment and Diagnostic Update**
 - **H0001 EP Adolescent GAIN**
 - **90862 Medication Services**
 - **90862 52 Medication Services Professional**
 - **90862 AF Psychiatrist**

Delivery Methods

- **Managed Care**
 - Arranged directly through the Health Plans
- **Fee-For-Service**
 - Contract with a Transportation Broker

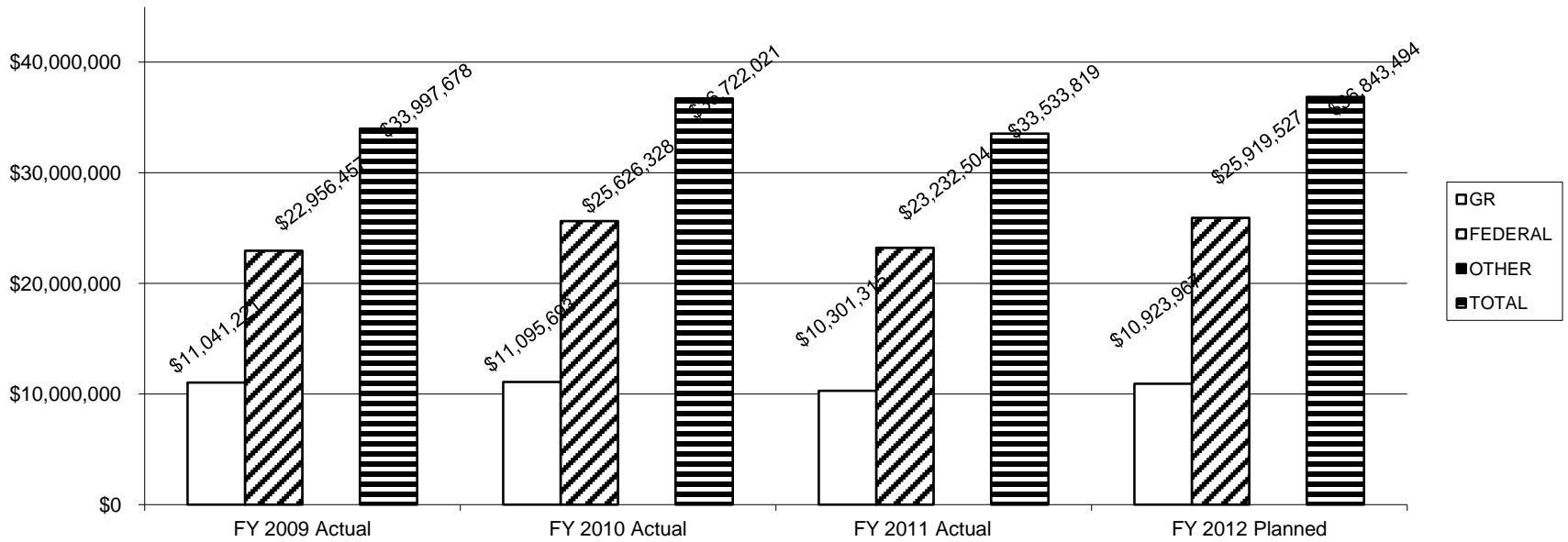
LogistiCare Solutions, LLC
1807 Park Solutions Drive, Suite 518
St. Louis, Missouri 63146
866-269-4717

NEMT – Broker Model

- **Capitated Payment – PMPM**
 - Rates vary by region and population
- **At Risk Contract**
 - Broker required to bid actuarially sound rates

NEMT – Broker Model

Program Expenditure History



- GR
- ▨ FEDERAL
- ▩ OTHER
- TOTAL

Eligibility

- Participants must be receiving MO HealthNet benefits through a federal category of assistance
- Excludes:
 - Blind Pension
 - CHIP children over 150% of FPL,
 - State only funded child welfare services,
 - Women's Health Services,
 - Missouri RX only
 - Qualified Medicare Beneficiary only

Eligibility

- Participants must not have access to other transport
 - Transportation at no cost to the participant
 - Transportation through a Public Entity
 - NEMT through the Medicare program
 - Hospice program
- Must be eligible on the date of service
 - Spenddown

Arranging Transportation

- Reservations must be made at least 5 days before the medical appointment
- Urgent Appointments
 - Must be verified with the medical provider
- Reservation Line - **1-866-269-5927**
- For deaf or hearing impaired - **1-866-288-3133**

LogistiCare averages 40,000 reservation calls/month

Travel Standards

- Established by the Missouri Department of Insurance based on provider/service type and the size of the county of pick up
 - Urban Counties - Population of 200,000+
 - Basic Counties – Population between 50,000 - 199,999
 - Rural Counties – Population <50,000

Exceptions to Travel Standards

- Requires a Letter of Medical Necessity
 - Previous history of other than routine medical care with the qualified, enrolled medical service provider for a special condition or illness
 - Referred by a Primary Care Provider (PCP) to a qualified, enrolled medical service provider for a special condition or illness
 - A routine or specialty care appointment is not available within thirty (30) calendar days to a qualified, enrolled medical service provider within the travel standards

Exceptions to Travel Standards

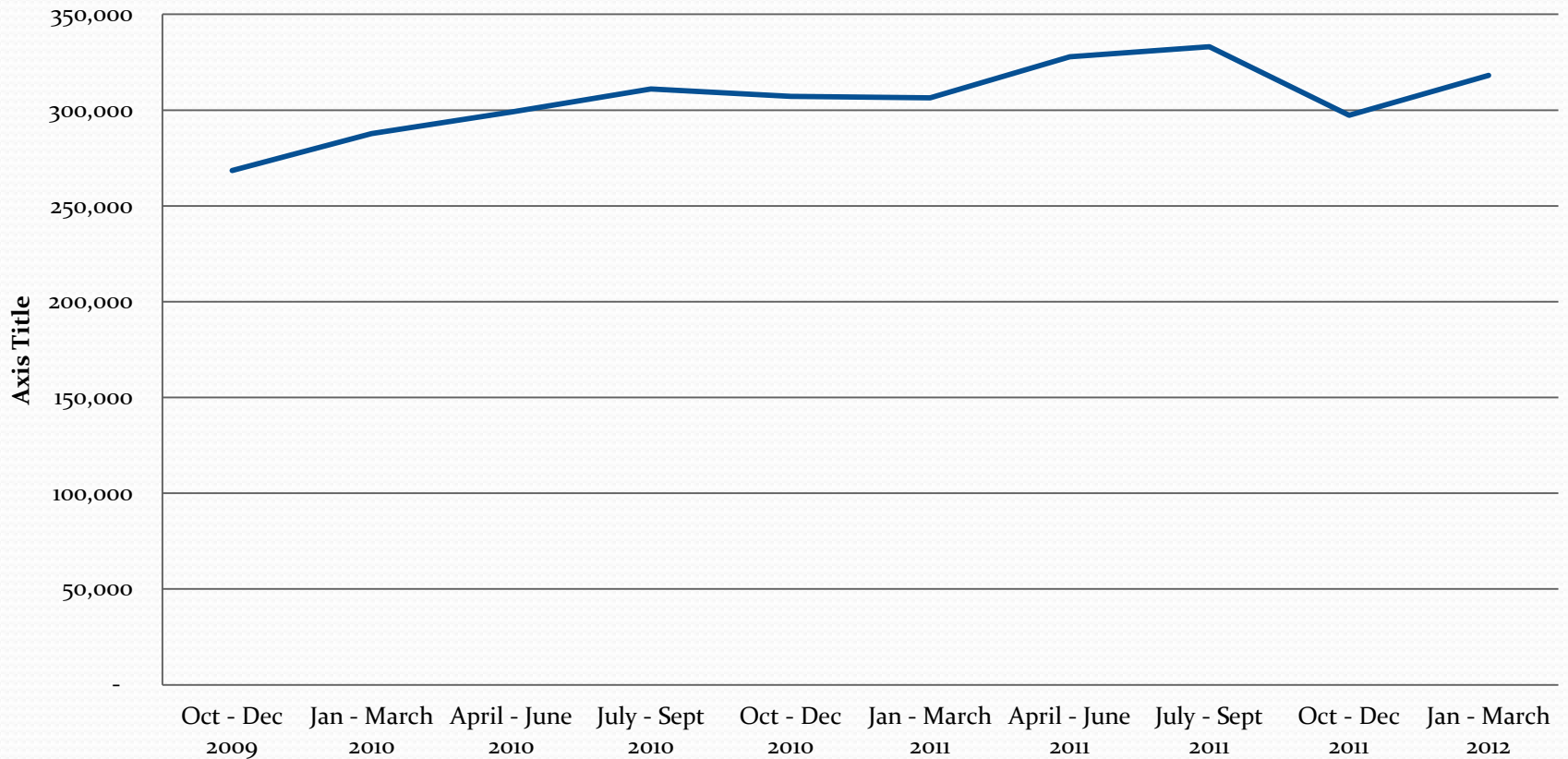
- Does not require a Letter of Medical Necessity
 - Appointment arranged by the Family Support Division (FSD) eligibility specialist for a Medical Review Determination (MRD) for continued MO HealthNet eligibility
 - Participants locked into a medical service provider
 - Veterans Administration
 - Shriner's Hospitals

Modes of Transport

- Public Transit
- Gas Reimbursement
- Multi-Passenger Van
- Taxi
- Para-Lift Van
- Stretcher Van
- Ambulance
- Volunteer Driver

Quarterly Trips

NEMT QUARTERLY TRANSPORTS



Transportation Assistance

- **Curb to Curb**
- **Door to Door**
 - Requires statement of medical necessity from the medical provider
- **Attendant provided by the transportation provider**
 - Only available for children
 - Can not take the place of a parent or guardian

Ancillary Services

- **Meals & Lodging**
- **Only authorized if:**
 - The medical appointment requires an overnight stay
 - Volunteer, community, or other ancillary services are unavailable at no charge to the participant.
- **If MO HealthNet eligible child is inpatient in a hospital setting, ancillary services provided for one parent/guardian when:**
 - Hospital does not provide ancillary services without cost to the participant's parent/guardian, AND
 - Hospital is more than 120 miles from the participant's residence, OR
 - Hospitalization is related to a MO HealthNet covered transplant service

Pick-Up/Drop Off Requirements

- **Pick-Up**
 - 15 minutes either side of scheduled pick-up
- **Drop Off**
 - No more than 30 minutes prior to scheduled appointment
- **Unscheduled Pick-Up**
 - Within 60 minutes of request
- **Hospital Discharge**
 - Within 3 hours of request

Where's My Ride?

- Toll Free Number

1-866-269-5944

- Use when transportation provider is more than 15 minutes late
- DO NOT call the provider who is scheduled to transport or who dropped off the participant

Complaints

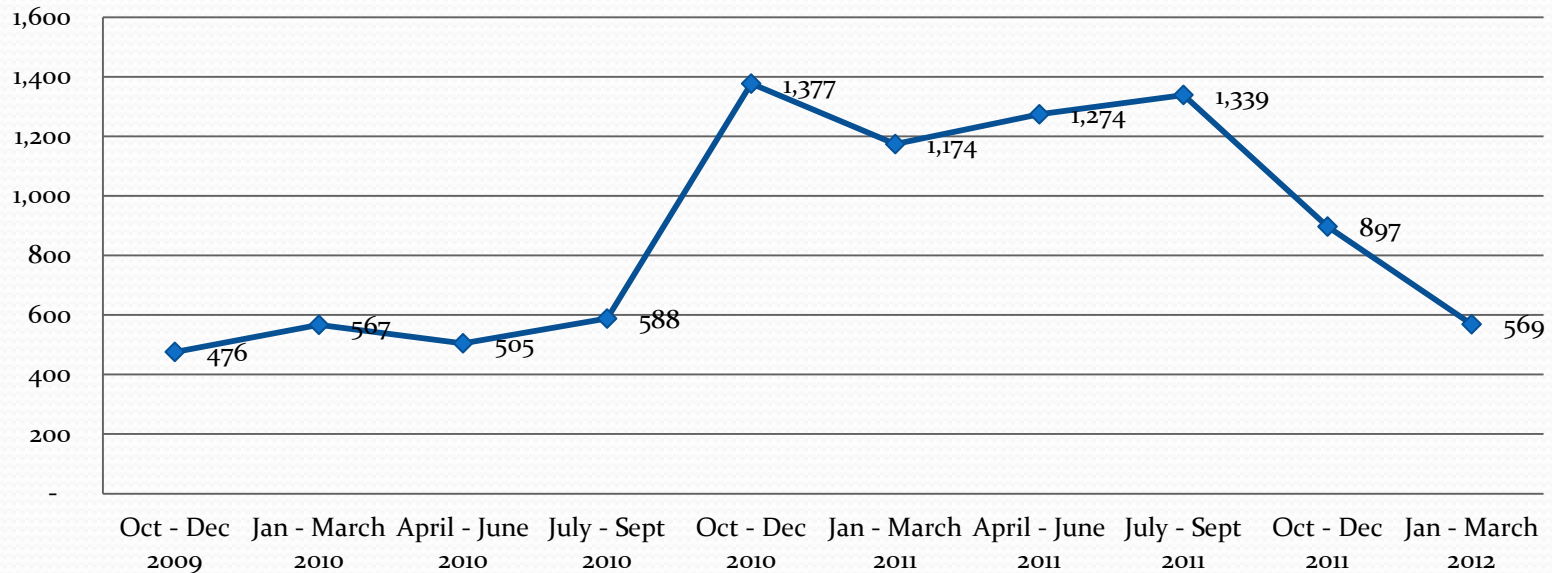
- **Types of Complaints**
 - Driver Late/Did Not Show Up
 - Condition of Vehicle
 - Treatment by Driver
 - Treatment by Call Center Staff
 - Rider No Show

- All calls to the call center are recorded

Complaints

- 99.8% of trips completed without complaint
- Currently averaging 171 complaints monthly for 104,000 trips

NEMT Complaints



Complaints

- LogistiCare

Call Center – (866) 269-5927

Where's My Ride Line – (866) 269-5944

- MO HealthNet Participant Services

(800) 392-2161

Issues

- Late night hospital discharges
- Medicare participants frequenting multiple ER
- Long distance discharges to nursing homes and homeless shelters across the state
- Participant behavior – no available providers to transport

Additional Information

Contact:

Amy Kessel , Social Service Manager

573-751-9290