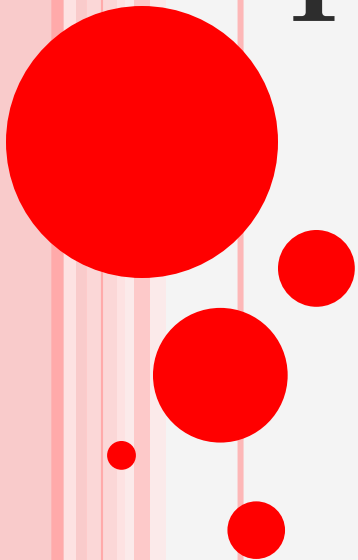


NON-EMERGENCY MEDICAL

TRANSPORTATION (NEMT)

MO HealthNet Oversight Committee

April 10, 2014



PURPOSE

Provides transportation services to 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 and Rehabilitation (CSTAR) programs unless authorized by DMH
- Psychosocial rehabilitation services under the Community Psychiatric Rehabilitation (CPR) program unless authorized by DMH
- Case management 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:

- **CSTAR Services**
 - Intake Assessment
 - Assessment and Diagnostic Update
 - Adolescent GAIN
 - Medication Services
 - Medication Services Professional
 - Medication Services Psychiatrist

- **CPR Services**
 - Medication Services
 - Medication Services Professional
 - Medication Services Child Psychiatrist
 - Medication Management
 - Medication Management Child



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



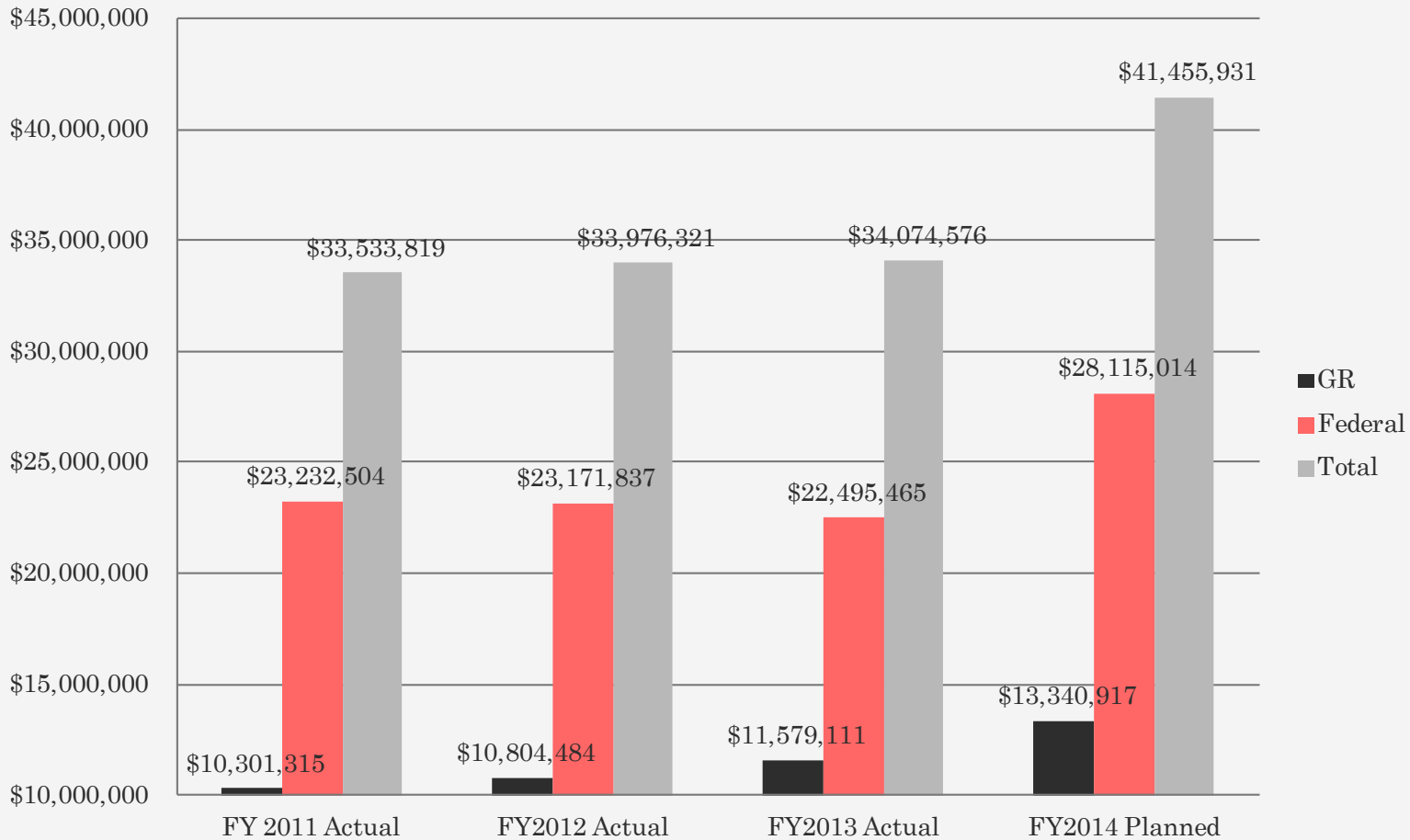
NEMT – BROKER MODEL

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



NEMT – BROKER MODEL

Program Expenditure History



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
 - Gateway to Better Health



ELIGIBILITY

- Participants must not have access to other transportation
 - 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 41,000 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

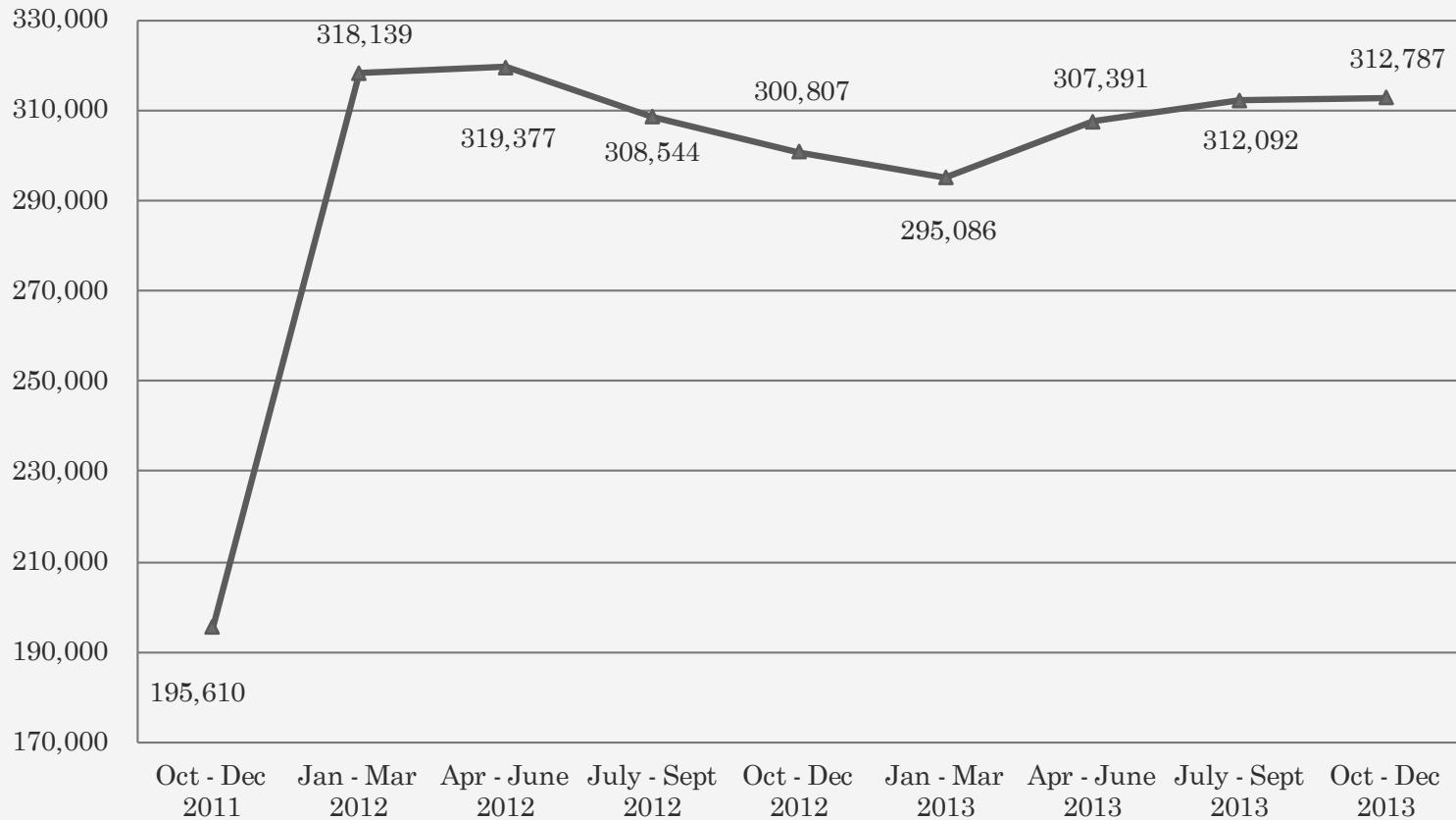


MODES OF TRANSPORT

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



QUARTERLY TRIPS



October – December 2011 – Services started at the end of October so it was not a full 3 months of trips.



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

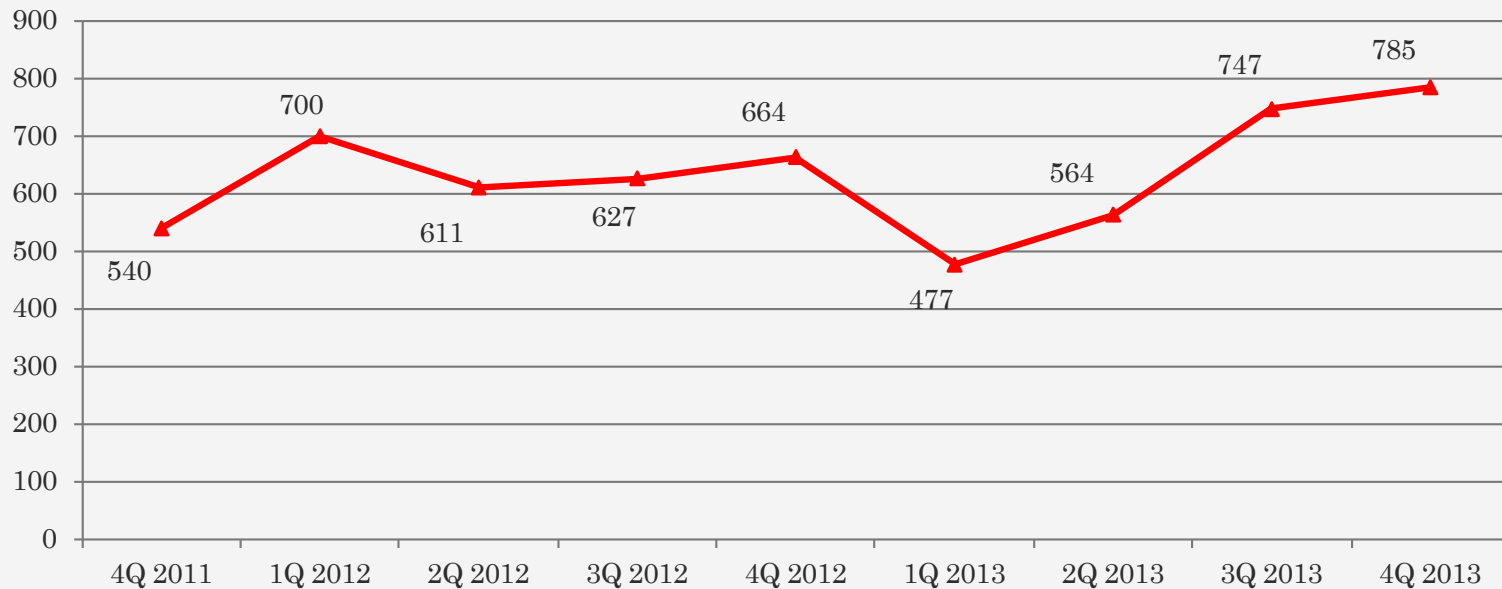
- All calls to the call center are recorded



COMPLAINTS

- 99.98% of trips completed without complaint
- The monthly average of 214 complaints for 102,000 trips in 2013

NEMT Complaints



COMPLAINTS

- LogistiCare

Call Center – (866) 269-5927

Where's My Ride Line – (866) 269-5944

- MO HealthNet Participant Services

(800) 392-2161



ADDITIONAL INFORMATION

Contact:

Nanci Nikodym, Social Service Manager
573-751-9290

