

NON-EMERGENCY MEDICAL

TRANSPORTATION (NEMT)

1

July 2015

PURPOSE

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

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

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 – Per Participant Per Month**
 - Rates vary by region and population

- **At Risk Contract**
 - Broker required to bid actuarially sound rates

MODES OF TRANSPORT

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

ARRANGING TRANSPORTATION

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

LogistiCare averages 45,900 reservation calls/month in FY2014

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

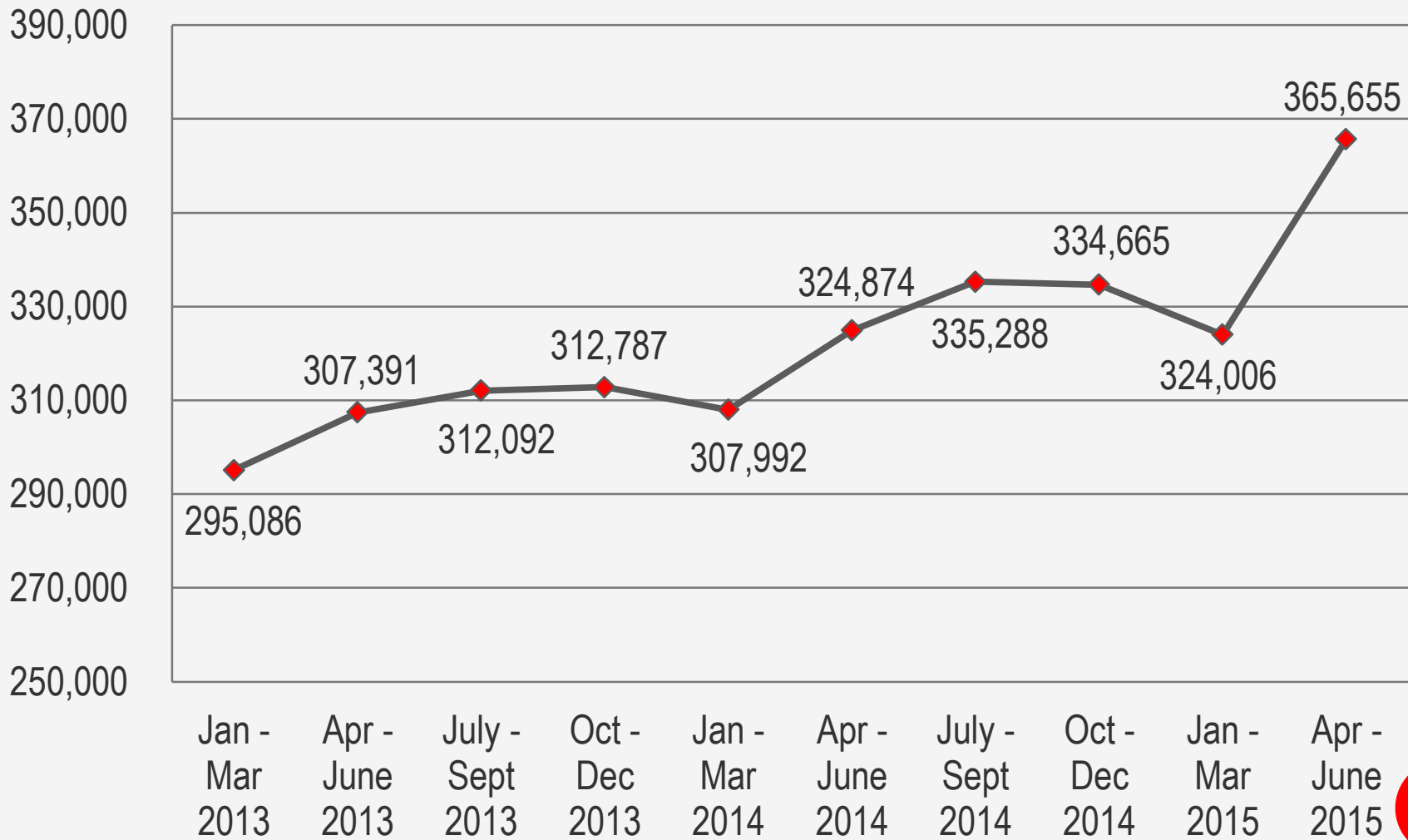
○ Hospital Discharge

- Within 3 hours of request

ANCILLARY SERVICES

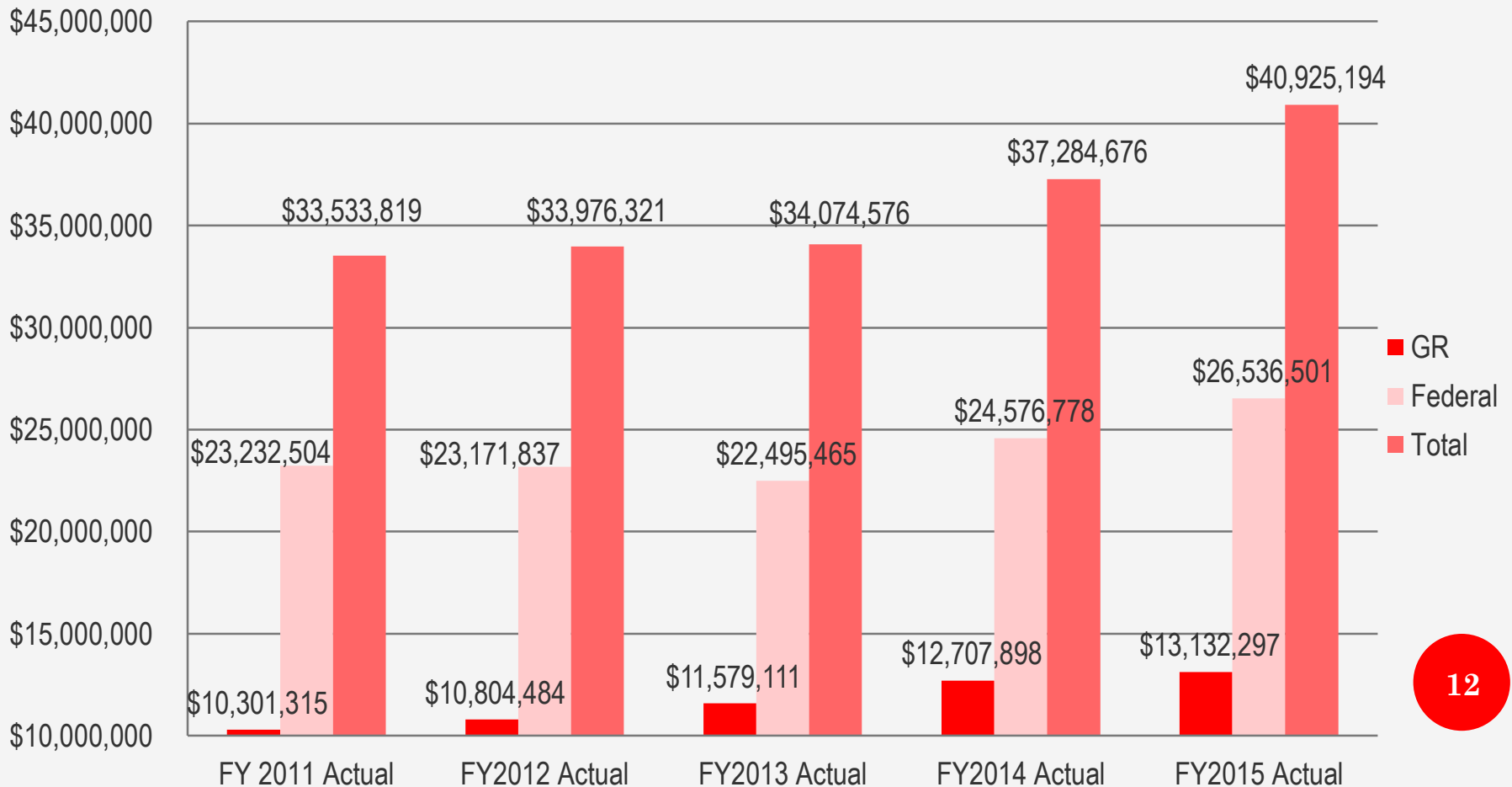
- **Meals & Lodging**
- **Only authorized if:**
 - The medical appointment requires an overnight stay
 - Volunteer, community, or other ancillary services are unavailable at no charge to the participant.
- **If MO HealthNet eligible child is inpatient in a hospital setting, ancillary services provided 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

QUARTERLY TRIPS



NEMT – BROKER MODEL

Program Expenditure History



MO HealthNet Fee-For-Service Enrollees – Non-Emergency Medical Transportation

	FFS SFY-2015 Rates	Managed Care SFY-2015 Rates	
Description	Per Participant, Per Month (PPPM)	Per Participant, Per Month (PPPM)	Description
Region 1 - Eastern MHD Aged, Blind and Disabled (ABD) Firm, Fixed Net Capitation Rate	\$10.82	N/A	
Region 2 - Western MHD Aged, Blind and Disabled (ABD) Firm, Fixed Net Capitation Rate	\$8.31	N/A	
Region 3 - All Other Counties MHD Aged, Blind and Disabled (ABD) Firm, Fixed Net Capitation Rate	\$14.09	N/A	
MHD Statewide Region MHN Families, Children, Pregnant Women Firm Fixed Net Capitation Rate	\$0.75	\$1.81	MHD Statewide Weighted Average MHN Families, Children, Pregnant Women Included in Managed Care Capitation Rate

NOTE: Rates are actuarially sound rates per contract; Increase in managed care rates partially due to economies of scale of the individual managed care contracts compared statewide contract for FFS enrollees.

COMPLAINTS

○ **Common Types of Complaints**

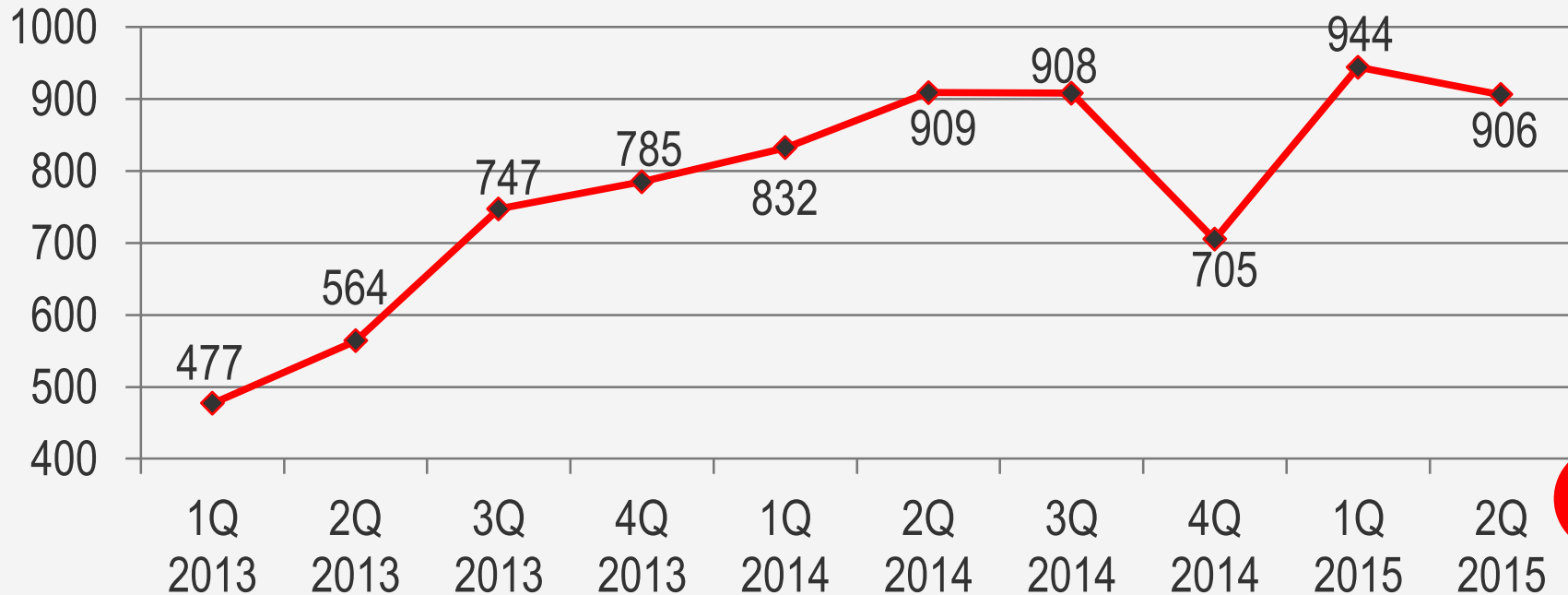
- Driver Late/Did Not Show Up
- Condition of Vehicle
- Treatment by Driver
- Treatment by Call Center Staff
- Rider No Show

○ All calls to the call center are recorded

COMPLAINTS

- 99.98% of trips completed without complaint
- The monthly average of 288 complaints for 113,300 trips in FY2014

NEMT Compliants



COMPLAINTS

- LogistiCare

Call Center – (866) 269-5927

Where's My Ride Line – (866) 269-5944

- MO HealthNet Participant Services

(800) 392-2161

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

CONTRACT RE-BID CONSIDERATIONS

- Current contract expires June 30, 2016
- Considerations for new contract under discussion
 - 5 Day Call in Requirement
 - Additional Performance Measures – next day appointments
 - Preferred Providers
 - Modifying Same Day/Urgent Care Trip requirement
 - Verification of Participant Appointment
 - Participant Satisfaction Survey (subcommittee recommendation)

ADDITIONAL INFORMATION

Contact:

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