

Troubleshooting NEMT Issues

NEMT Pre-Approval Issues

If a vehicle is registered to the address of the Medicaid recipient, the NEMT ride will automatically be denied.

During the 72-hour scheduling window, an automated, address-based search of the state vehicle registration database is performed. This may trigger a denial for some applicants. Remember, **there are exceptions** which allow households that own a car to access NEMT transportation.

In some cases, the Regional Broker may mistakenly deny a ride based on trip purpose. Communicate clearly with the Regional Broker that the requested ride is to a Medicaid-related service. **Be prepared to explain why it is a Medicaid-related service** and provide documentation.

If the NEMT rider is a Medicaid Waiver client, **provide the Regional Broker with a plan of care document** to indicate Medicaid's approval of the service or activity. If possible, **circle the relevant section** of the plan of care.

If an NEMT ride is denied that you believe is a Medicaid-related service, call the Office of Transportation Delivery's toll-free number for assistance.

Short-Notice Rides

Per Kentucky regulation KRS 281.876, NEMT riders can schedule transportation sooner than the 72-hour notice requirement with physician verification.

Appointments Requiring Less Than 72-hour Scheduling Notice

Health care providers may provide verification to the Regional Broker by phone, fax, e-mail, or scanned document, or written documentation delivered by the person to the broker or subcontractor.

A Broker who violates the provisions of KRS 281.876 **shall be fined** one thousand dollars (\$1,000) and shall be subject to his or her **contract being revoked** by the cabinet.

If an NEMT ride is needed in less than 72-hours and you or your health care provider are denied, call the Office of Transportation Delivery's toll-free number for assistance.

No Shows

If your NEMT ride does not show up, call the number you used to set up your ride. Stay calm and explain the problem. The ride service should help you.

If you experience an issue with NEMT service, such as:

Eligibility Issues

Trip Denials

Late Service or No-Shows

Problems with the Driver

Problems with Other Passengers

Other Issues

You may call the Regional Broker to discuss. You may also call Kentucky's Office of Transportation delivery's toll-free customer service number.

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Program Coordinators

Per regulation KRS 281.872, Kentucky has program coordinators in place to **investigate all complaints** regarding NEMT riders, transportation providers, and the Regional Brokers. The program coordinator shall investigate **issues of eligibility** that result in a person being denied transportation, determine the status of the person's case, and attempt to immediately resolve the matter for the person to continue to receive transportation services.

A broker shall not deny any person transportation services until the program coordinator resolves the question of the person's eligibility and verifies to the broker that the person is actually ineligible to receive transportation services.

If a program coordinator is unable to resolve a complaint against a broker or subcontractor to the satisfaction of the person lodging the complaint on the same business day the complaint is made, the program coordinator shall immediately act to assist the person in contacting the appropriate state agency to resolve the complaint.

The cabinet shall be required to inform in writing, every person who has either been denied transportation or who has failed to have a complaint resolved in a prompt manner under the human service transportation delivery program, of their right to a hearing to be held in the county where the person lives, and the process to follow to obtain a hearing.

Retaliation

All Brokers and Subcontractors shall be prohibited from retaliating or attempting retribution in any way against any person who files a complaint. A broker or subcontractor who is determined by the cabinet to have violated the provisions of this subsection shall have his or her contract revoked by the cabinet within ninety (90) days of the hearing and shall be prohibited from participating in the human service transportation delivery program for five (5) years from the date of the cabinet's determination.

Contact Information

Kentucky's Office of Transportation Delivery:

1-888-941-7433

Kentucky's Office of Transportation Delivery:

Kentucky Relay Service

TDD Users: 1 (800) 648-6056

Voice Users: 1 (800) 648-6057

Kentucky Protection & Advocacy:

www.kypa.net

1-800-372-2988

Your local Center for Independent Living:

www.silc.ky.gov/Pages/Centers-for-Independent-Living.aspx