

Non-Emergency Medical Transportation (NEMT)

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NEMT Training

In this workbook, you will learn the definition of Non-Emergency Medical Transportation (NEMT) and its requirements and regulations.

Non-emergency medical transportation (NEMT) is an important benefit for Medicaid beneficiaries who need to get to and from medical and other qualifying plan of care associated services but have no means of transportation. As a result of the completion of this module, you will understand how to access NEMT services for yourself or an individual you support.

It is recommended that you take notes, mark in this workbook, and re-read sections that may be confusing.

Throughout this course, there will be Learning Stops. Learning Stops are questions that provide an opportunity for the student to reflect on the course materials. At the end of each section, there will be one to five questions regarding the reading. These Learning Stops are a way to check your understanding. If you answer a Learning Stop incorrectly, go back and re-read the section to make sure you understand the content completely.

What is NEMT?

Learning Objective: define NEMT

What is NEMT?

For millions of Medicaid beneficiaries, a lack of transportation presents a serious barrier to accessing medical treatment and community-based services.



Nearly 60 percent of Medicaid beneficiaries report a lack of reliable and affordable transportation as a barrier to receiving health care services.

Annals of Emerging Medicine, 60, Issue 1 (2012): 4-10.e2.

One study estimated at least 3.6 million people miss or delay medical care each year because **they lack available or affordable transportation**. This study found that improved access to NEMT for this population is cost-effective or cost-saving for all 12 medical conditions analyzed, including preventive services such as prenatal care, and chronic conditions such as asthma, heart disease, and diabetes. This study also noted that adults who lack transportation to medical care are disproportionately poor, elderly, and disabled and more likely to have multiple health conditions.

Cost-Benefit Analysis of Providing Non-Emergency Medical Transportation, Transit Cooperative Research Program

Medicaid Transportation

To address this issue, Medicaid provides needed transportation services to and from qualifying Medicaid services for eligible beneficiaries. Medicaid transportation services include:

Emergency Medical Transportation (EMT)	Non-Emergency Medical Transportation (NEMT)
<p>In an emergency, Medicaid will pay for the cost of transportation - such as travel to the hospital by ambulance in the event of a heart attack.</p> <p>Because an emergency can't be planned, Medicaid emergency transportation does not require pre-approval.</p>	<p>Medicaid offers scheduled transportation services for trips that do not involve a medical emergency.</p> <p>This service is called Non-Emergency Medical Transportation (NEMT).</p>

NEMT is an important benefit for Medicaid beneficiaries who need to get to and from Medicaid associated services but have no means of transportation. Through this federally-required benefit, states purchase hundreds of millions of rides from taxis, vans, buses, and public transit every year. More than three billion dollars is spent annually on NEMT in the U.S. - less than one percent of total Medicaid expenditures.

NEMT Administration Varies by State

State Medicaid agencies have considerable latitude in how they administer NEMT benefits. Each state may administer their Medicaid NEMT program differently. As a result, there are significant state-to-state variations in how NEMT is provided.

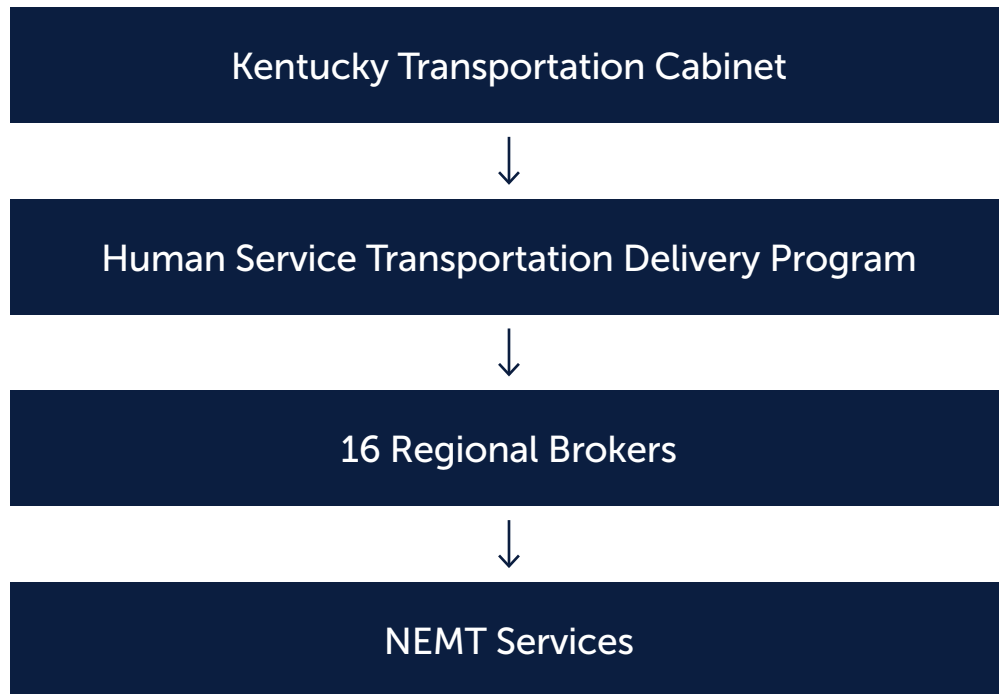
NEMT Training continues on the next page.

What is NEMT?

NEMT in Kentucky

In Kentucky, the Department of Medicaid Services has a contract with the Transportation Cabinet to oversee all Medicaid transportation.

NEMT Services are provided by Regional Transportation Brokers as a part of the Human Service Transportation Delivery Program, which is overseen by the Kentucky Transportation Cabinet.



What is NEMT?

Learning Stop 1

TRUE

OR

FALSE

Medicaid offers scheduled transportation services for trips that do not involve a medical emergency. This service is called Non-Emergency Medical Transportation (NEMT).

Learning Stop 2

TRUE

OR

FALSE

The Kentucky Transportation Cabinet administers NEMT through a network of 16 Regional Transportation Brokers.

Kentucky's Regional Transportation Brokers

Learning Objective: Identify Kentucky's
Regional Transportation Brokers

Kentucky's Regional Transportation Brokers

In Kentucky, non-emergency medical transportation (NEMT) is administered through the Human Services Transportation Delivery Program. Services are provided through Transportation Brokers based in 16 regions across the state:

Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Marshall, McCracken	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Caldwell, Christian, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg	Pennyryle Allied Community Services (PACS)	1-800-467-4601	www.pacs-ky.org
Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster	Audubon Area Community Services, Inc. (GRITS)	1-800-816-3511	www.audubon-area.com
Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Adair, Allen, Barren, Butler, Edmonson, Green, Hart, Logan, Metcalfe, Simpson, Taylor, Warren	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	www.ftsbt.org
Anderson, Boyle, Casey, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott, Washington, Woodford	Bluegrass Community Action Partnership (BGCAP)	1-800-456-6588	www.bluegrass-communityaction.org
Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Pendleton, Owen	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Fayette	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	www.ftsbt.org
Bourbon, Clark, Estill, Harrison, Madison, Montgomery, Nicholas, Powell	Federated Transportation Services of the Bluegrass (FTSB)	1-888-848-0989	www.ftsbt.org
Bell, Clinton, Cumberland, Knox, Laurel, McCreary, Monroe, Pulaski, Rockcastle, Russell, Wayne, Whitley	Rural Transit Enterprises Coordinated (RTEC)	1-800-321-7832	www.4rtec.com
Breathitt, Clay, Harlan, Jackson, Knott, Lee, Leslie, Letcher, Owsley, Perry, Wolfe	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org

NEMT Training continues on the next page.

Kentucky's Regional Transportation Brokers

Floyd, Johnson, Magoffin, Martin, Pike	Sandy Valley Transportation Services (SVTS)	1-800-444-7433	www.svtransport.org
Bath, Boyd, Carter, Elliott, Greenup, Lawrence, Menifee, Morgan, Rowan	LKLP Community Action Council (LKLP)	1-800-245-2826	www.lklp.org
Bracken, Robertson, Mason, Fleming, Lewis	Licking Valley Community Action Program (LVCAP)	1-800-803-1310	www.lvcap.com

Last updated March 2020

Each broker operates a call center for NEMT eligibility determination and trip authorization for that region. The Brokers may be for-profit, not-for-profit, or human service program brokers. Brokers receive requests from Medicaid eligible individuals, complete necessary pre-authorizations, and dispatch rides through their networks of transportation providers.

Broker Funding

Kentucky's regional transportation broker system is supported through capitated funding.

A "capitated" (or per capita) budget is calculated based on the Medicaid consumer headcount in the area. The Broker receives lump-sum funding based on the number of Medicaid recipients in the region. All NEMT services must operate out of this capitated grant amount.

Broker Responsibilities

Confirm the Medicaid beneficiary's eligibility

Verify the trip is to an approved Medicaid service

Arrange transportation with qualified providers to provide NEMT service at the lowest cost

Document that all Medicaid requirements are met

Pay transportation providers for the services provided

Schedule eligible trips through one of the qualified transportation providers

Confirm transportation providers have proper background checks, licensing, training, and safe driving records

NEMT Training continues on the next page.

Kentucky's Regional Transportation Brokers

Learning Stop 3

Which program oversees NEMT in Kentucky?

- A.** Human Services Transportation Delivery
- B.** Overland Transportation
- C.** Medicaid Transit Services
- D.** Trans-Linc

Learning Stop 4

Which program oversees NEMT in Kentucky?

- A.** One state-wide transportation broker
- B.** 16 regional transportation brokers
- C.** A managed care company
- D.** Medicaid voucher system

NEMT Eligibility

Learning Objective: Recognize NEMT
Eligibility

NEMT Eligibility

907 KAR 3:066

A Medicaid-eligible recipient may receive non-emergency medical transportation services (NEMT) if the recipient meets the following conditions:

The recipient is traveling to or from a Medicaid-covered service

The service is determined to be of medical necessity

Free transportation, which is appropriate for the recipient's medical needs, is not available, or use of an appropriate and operational household vehicle is not available

Medicaid NEMT Guidance

In general, non-emergency medical transportation (NEMT) will be covered by Medicaid if the following conditions are met:

The rider has a valid Kentucky Medicaid card

Transportation may only be provided to and from a Medicaid-related service

The individual must have an unmet transportation need

The Broker in each of Kentucky's 16 regional areas serves as the verification point for NEMT eligibility. The Broker will verify the valid Kentucky Medicaid card, review the trip purpose, and verify if public records indicate transportation is available within the household.

Auto Title Verification

The Broker will verify if a vehicle is registered to the applicant's household. If the individual or someone in the household owns a vehicle, NEMT rides will be denied.

Exceptions

Under some exceptions, individuals with a vehicle registered to their household will be eligible for NEMT.

Medical Exceptions

If a person can't drive or ride in a household vehicle due to a medical reason, an exception can be made. Get a statement signed by a doctor and provide this statement to the Broker.

Medical exceptions will need to be updated every 6 months to show continued eligibility.

Example: Shawn owns and drives his own car. Due to a medical condition, there are times when he cannot operate a vehicle. When Shawn applies for NEMT, he provides a statement from his doctor to state eligibility. This will need to be re-submitted in 6 months if services are still needed.

Work Exceptions

If the person in the household who provides transportation is not available because they are at work, a statement from the employer will grant NEMT eligibility.

Employer statements will need to be provided to the Broker every three months for eligibility.

Example: While James' mom works, she can't meet his transportation needs. The regional transportation Broker reviews the employer's statement they provide every 3 months. James is eligible for NEMT rides while his mom is at work.

NEMT Training continues on the next page.

NEMT Eligibility

School Exceptions

If the person in the household who provides transportation is not available due to school, a statement from a school official will allow NEMT eligibility.

School exceptions will be valid during that semester only. Each semester, a new school statement would need to be submitted.

Example: Amari's father went back to school to complete a degree. While he is attending classes, Amari does not have transportation. Amari's father provides a statement from his educational program to the Broker. Amari is eligible for NEMT rides while her father attends classes.

Non-Working Vehicle Exceptions

If a vehicle registered to a household is not drivable, an exception can be made for 30 days.

A statement from a mechanic certifying the auto is not working must be provided to the Broker.

Up to three mechanic's statements per year may be presented per vehicle.

Example: Sherry's vehicle needs a new tire. She gets a letter signed by her mechanic to provide to the regional transportation Broker. Sherry is granted 30 days of NEMT eligibility so that she won't miss her Medicaid appointments.

County Clerk Document

A vehicle registered to the home address may be sold, junked, transferred, or cancelled out of the household through the local County Clerk's office. NEMT eligibility may be approved by providing a copy of the document to the Broker.

Example: Wanda found out through a NEMT denial that a vehicle was registered to her address. Wanda obtained a junked vehicle document from her County Clerk's office. She provided a copy to the Broker to establish eligibility for NEMT.

NEMT Eligibility

Learning Stop 5

To be eligible for NEMT, an individual must:

- A.** Be a Medicaid recipient
- B.** Lack transportation
- C.** Be traveling to a Medicaid approved service
- D.** All of the above.

Learning Stop 6

If transportation is not available because a driver in the household is attending school, what is needed for NEMT eligibility?

- A.** Eligibility cannot be granted
- B.** Medicaid appeals process
- C.** A statement from the school provided to the Broker
- D.** Form A-72

NEMT Covered Trips

Learning Objective: Describe NEMT
Covered Trips

NEMT Covered Trips

Because NEMT rides are paid for through state and federal Medicaid funds, this form of transportation is only available for Medicaid related trips. This includes all trips to appointments and activities that are paid for by Medicaid. Examples of Medicaid associated trips include:

- Primary Care and Specialist Doctor Visits
- Dental Care Visits
- Eye Exams
- Lab Work and Testing
- Mental Health Appointments
- Behavioral Health Appointments
- Individual/Group Counseling
- Substance Abuse Counseling & Treatment Services
- Physical Therapy & Rehabilitation Appointments
- Occupational Therapy
- Speech Therapy
- Pick Up Prescribed Medical Equipment, Medications, Prescription Glasses or Contact Lenses
- Kidney Dialysis Treatments
- Adult Day Health Care Services
- Adult Day Training
- Supported Employment
- Respite Care
- Community Access or Guide provided under a Medicaid 1915 (c) Waiver
- Activities Related to Goals & Objectives on a Medicaid 1915 (c) Waiver Plan of Care

1915 (c) Medicaid Waiver Plan of Care

The Plan of Care is an annual document created each year for 1915 (c) Waiver participants. This outlines long-term goals and short-term objectives. The Plan of Care is created in the Medicaid Waiver Management Application (MWMA) system and is approved by Medicaid for each plan year. Goals and objectives outlined on the Plan of Care may be updated during a waiver client's monthly meeting. When scheduling NEMT rides related to a Medicaid Waiver participant's goals and objectives, provide a copy of the Medicaid Plan of Care document to the Broker. This will provide the documentation that the trip is part of a Medicaid service.

Always try to go to the closest medical facility that can help the condition.

NEMT rides can be provided within the service area – the Medicaid beneficiary's county and bordering counties.

For care outside the service area, a transportation referral form completed by a doctor will provide a service area exception.

NEMT Covered Trips

Learning Stop 7

TRUE

OR

FALSE

The Service Area for NEMT rides includes the county where the participant lives and the adjacent counties.

Learning Stop 8

TRUE

OR

FALSE

NEMT rides may only be approved for trips to a physician.

Who Can Provide Rides?

Learning Objective: Identify NEMT
Subcontract Providers

Who Can Provide NEMT Rides?

Brokers

In Kentucky, NEMT rides are paid for through state and federal funds distributed to the Brokers. The Brokers schedule all NEMT rides. The Brokers may provide NEMT transportation themselves, or hire an outside provider known as a Subcontractor.

The Subcontractor must have a contract with the Broker before any trips are arranged. In Kentucky, the Subcontractors that provide transportation have a contract with the Broker – not the state.

Driver Qualifications

Kentucky's administrative regulations outline the minimum qualifications for drivers and ride escorts working with NEMT transportation. Drivers and escorts must:

Be legally licensed in Kentucky

Be courteous, patient, and helpful

Be 18 years of age or older

Have no more than 2 moving violations in the last 3 years

Have no convictions of sexual crime or crime of violence

Have a pre-employment drug test

Have first aid, safety, and passenger assistance training

Cost Efficiency

Scheduling: Medicaid rules require NEMT services to be delivered in the most efficient and cost-saving method. This means the Broker may combine riders into group trips.

Travel Time: Rides may be planned for the most efficient scheduling in the service area. NEMT riders may need to depart from their residence 45 minutes plus direct travel time to the destination.

Freedom of Choice

NEMT riders are permitted the freedom to choose from the ride providers under contract in their area, as long as it is the least costly service appropriate. If a rider does not express a preference, the Broker will select the provider. [603 KAR 7:080]

Subcontractors

Concerns: The most frequent concerns from NEMT riders relate to Subcontractor service. These include late arrivals or no-shows, which can result in individuals missing, arriving late to, or having to reschedule appointments. Freedom of Choice allows riders to build trust with a Subcontract NEMT provider in their area and establish personal connections with a driver.

Restrictions: NEMT providers are prohibited by Kentucky regulations from soliciting for assignments. This means that Subcontractors may not advertise or encourage people to choose their company over others for NEMT service. "Freedom of Choice" requests must come from riders and may not be recruited from Subcontract providers.

To obtain a list of the Subcontractors who can provide NEMT, contact the Regional Transportation Broker for that area. Ask for a list of NEMT Subcontractors.

NEMT Training continues on the next page.

Who Can Provide NEMT Rides?

Types of Transportation

The NEMT trip must be provided by the type of transportation that is accessible for the client and appropriate for the client's medical condition and personal capabilities, while also at the lowest cost. NEMT transportation may be provided by:

Taxi	Sedan	Stretcher Vehicle	Public Bus Tickets
Public Bus Passes	Accessible Vans	Paratransit	Private Auto

Public Transit Passes

When it meets accessibility needs, riders who have access to a city bus system may be provided with a bus pass to cover NEMT transportation.

Private Auto Providers

Riders may have a private driver approved as the source of their NEMT transportation.

Who Can Provide NEMT Rides?

Learning Stop 9

TRUE

OR

FALSE

In Kentucky, drivers contracted to provide NEMT are only required to have a driver's license.

Learning Stop 10

TRUE

OR

FALSE

Riders can request a certain subcontract provider for their NEMT trips.

Private Auto Providers

Learning Objective: Describe NEMT
Private Auto Providers

NEMT Private Auto Providers

NEMT rides are often provided by transportation companies under contract with the Broker. An individual in the community may also be approved to provide NEMT transportation in a private vehicle and be reimbursed for the trip. These NEMT rides are called **Private Auto Providers**.

Requirements

Private auto providers may be reimbursed for trips that are to transport **Medicaid-eligible recipients** to a **Medicaid-covered service** located at a **Medicaid-approved provider**. Other requirements include:

Every ride provided by a Private Auto Provider must be authorized by Medicaid **prior** to the NEMT ride, otherwise payment by Medicaid will not be made.

Only a person who applied and has been approved may drive a NEMT rider under the Private Auto Provider program. **No other person may drive as a substitute.**

Only the vehicle that was approved under the Private Auto Provider program may be used for a NEMT trip. **No other vehicle may be used as a substitute.**

A Private Auto Provider **cannot** be a family member or someone who lives in the same household as the person receiving the NEMT ride. A Private Auto Provider **may be** a friend, co-worker, or community member.

Payment

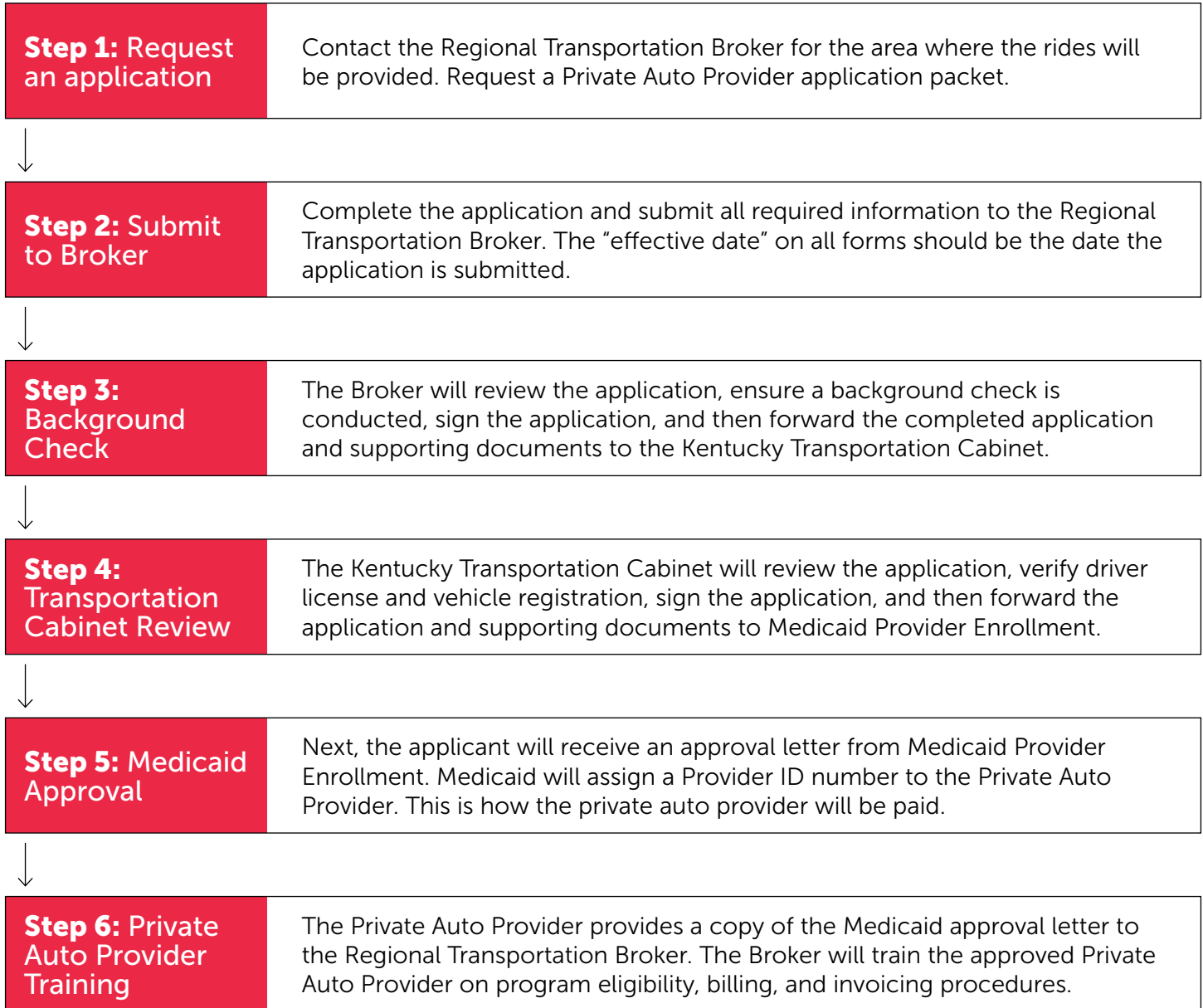
Private Auto Providers are assigned a Medicaid billing number and are paid monthly for approved, documented trips. The payment rate is a per mile rate set by Medicaid.

Scheduling

Private Auto Provider transportation is scheduled just like other NEMT rides – through the Broker.

NEMT Private Auto Providers

Steps to become a Private Auto Provider



For further questions on the process of becoming a NEMT Private Auto Provider, contact:

Kentucky Transportation Cabinet
Office of Transportation Delivery
Phone: (502) 564-7433

NEMT Private Auto Providers

Learning Stop 11

TRUE

OR

FALSE

A Medicaid recipient may choose to have their NEMT rides provided by a person they know as a Private Auto Provider.

Learning Stop 12

TRUE

OR

FALSE

Private Auto Providers are reimbursed by Medicaid for providing NEMT rides.

Learning Stop 13

TRUE

OR

FALSE

If a Private Auto Provider's car is in the shop, they may borrow another car to provide NEMT rides.

Scheduling Rides

Learning Objective: Recall NEMT
Ride Scheduling

Scheduling NEMT Rides

Emergency Medical Transportation (EMT)

Emergency Medical Transportation (EMT) is available to Medicaid recipients at any time, day or night, for a medical emergency. To receive emergency medical transportation, dial 9-1-1.

Urgent Care Transportation

Urgent Care Transportation is available to Medicaid beneficiaries 24 hours per day, 7 days per week, including any holiday. Urgent Care Transportation is intended for medical issues which must be seen urgently. Regional Transportation Brokers have paging services available after normal scheduling hours for Urgent Care transportation service.

Non-Emergency Medical Transportation (NEMT)

NEMT rides provide non-emergency transportation to get to and from Medicaid related appointments and activities. As a result, NEMT rides are not available outside their scheduled business hours.

If you need a ride, you must talk to the Regional Transportation Broker in your county to schedule a trip. The NEMT rider, a family member, or a direct support provider must call the Broker to schedule a ride.

72-Hour Rule

NEMT rides must be scheduled with the Broker least 72 hours prior to the trip.

NEMT rides may be provided:

Day	NEMT Ride Hours
Monday	6 AM – 8 PM
Tuesday	6 AM – 8 PM
Wednesday	6 AM – 8 PM
Thursday	6 AM – 8 PM
Friday	6 AM – 8 PM
Saturday	8 AM – 1 PM
Sunday	No services

Brokers must operate their call centers:

Day	Calls Accepted
Monday	8 AM – 4:30 PM
Tuesday	8 AM – 4:30 PM
Wednesday	8 AM – 4:30 PM
Thursday	8 AM – 4:30 PM
Friday	8 AM – 4:30 PM
Saturday	8 AM – 1 PM
Sunday	Closed

The Broker call centers will be closed and **no NEMT rides will be provided** on the following holidays:

New Year's Day

Memorial Day

July 4th

Labor Day

Thanksgiving Day

Christmas Day

NEMT Training continues on the next page.

Scheduling NEMT Rides

Hospital Discharges

In-patient discharges from a hospital will be provided during the Broker's normal hours of operation, and do not require a 72-hour notice of scheduling in advance.

Special Circumstances

A Broker may schedule and provide trips for recipients after the normal hours of operation for a special circumstance. The broker may contact the Transportation Cabinet for guidance. The Broker will need to know the following:

Rider's Name	Rider's Medical ID Number	Rider's Pickup & Delivery Address	Date & Time of Appointment
Program ID, if any	Telephone Number	Type of Covered Service	Specific Needs

Confirmation

The broker will confirm the trip has been scheduled and provide the recipient with a reservation confirmation number.

Qualifying an Urgent Care ride

To waive the 72-hour notice requirement for urgent care, verification is needed from one of the following:

Physician	Physician's Assistant	Advanced Practice Registered Nurse	Qualified Mental Health Professional
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Verification may be made verbally over the phone on a call between the doctor and the Broker or written verification transmitted by computer or by fax from the licensed medical provider's office to the Broker.

If your appointment is changed, call the Broker soon as you can. Explain why you are changing your ride time and set up a new pickup time.

An NEMT rider should cancel a trip as soon as possible, but not less than 24 hours in advance. To cancel a ride, call the Broker – not the subcontractor or taxi company. An emergency cancellation with less than 24 hours notice will be reviewed by the Broker or Transportation Cabinet as needed.

NEMT Pickup

An NEMT rider must be ready 15 minutes before scheduled pickup, as traffic may allow the driver to arrive a little early. Being ready ensures that all NEMT riders get to their appointments on time.

Scheduling NEMT Rides

Learning Stop 14

TRUE

OR

FALSE

NEMT rides must be scheduled 36 hours in advance by calling the Regional Transportation Broker.

Learning Stop 15

TRUE

OR

FALSE

An NEMT ride may be scheduled for the same day if the appointment is urgent, and a health care provider provides confirmation to the Broker.

Learning Stop Answers

1. True
2. True
3. A
4. B
5. D
6. C
7. True
8. False
9. False
10. True
11. True
12. True
13. False
14. False
15. True