

Nonemergency medical transportation changes effective June 1, 2021

Pursuant to *House Bill 1576*, MCOs will be responsible for coordinating nonemergency medical transportation (NEMT) services for Medicaid members beginning June 1, 2021. The Medical Transportation Program (MTP) will remain available for members in fee-for-service only. This new change includes rideshare transportation such as Lyft. Changes outlined in *House Bill 1576* also include the following criteria for services requested 48 hours or less before the trip:

- Curb-to-curb transportation to or from a medically necessary, nonemergency covered healthcare service in a standard passenger vehicle that is scheduled not more than 48 hours before the transportation occurs.
- Transportation that is provided to a recipient enrolled in a managed care plan offered by a Medicaid MCO.
- Transportation that the organization determines meets the level of care that is medically appropriate for the recipient, including transportation related to:
 - Discharge of a recipient from a healthcare facility.
 - Receipt of urgent care.
 - Obtaining pharmacy services and prescription drugs.

Routine transportation to doctor, behavioral health and dental visits all remain covered. This includes visits scheduled in advance, sick visits and repeat visits that may be applicable for dialysis or chemotherapy needs. In addition, out-of-state travel, meals, lodging and reimbursement to individual transportation providers (ITPs) will also be included.

Dell Children's Health Plan will be using Access2Care (A2C)* to coordinate travel for all NEMT needs. All NEMT services will be scheduled, completed and managed by A2C. Members and providers can arrange transportation needs directly with A2C.

A2C may contact you to validate the member has an appointment with your office. Please support A2C with validating this information.

If you have questions, contact Provider Services at **888-821-1108**.

* Access2Care is an independent company providing nonemergency medical transportation management services on behalf of Dell Children's Health Plan.

Frequently asked questions

Q: How do I call and arrange for nonemergency medical transportation (NEMT) services for my patient?

A: Call Access2Care **844-867-2742** (TTY 711)

Q: What kinds of vehicles are used?

A: NEMT consists of vans, taxis, rideshare (for example, Lyft), and buses. It also includes meals, lodging and airfare. It does not include ambulance services.

Q: Can a member or family member drive themselves?

A: Yes, under the Individual Transportation Provider (ITP) program, a member or family member with their own vehicle may be reimbursed for mileage (federal rates apply). This is only reimbursable for transportation to valid, medically necessary doctor, dentist or medical visits. An ITP will be required to obtain a signature from a provider in order to validate the transportation to a valid provider/visit reason.

Q: Can the member book Lyft on their own?

A: No, only NEMT organized through Access2Care (A2C)* will be permitted. Any transportation conducted outside of the vendor is not reimbursable or covered, and the member will be responsible for all associated costs.

Q: Patients are required to wait in their cars due to COVID-19. Is this covered?

A: Yes, the member will be able to wait in the car before their appointment. However, the driver will not wait for the appointment to complete. The member will need to wait for their pick-up home. If available, we would prefer a member to wait in a safe, secure environment. We understand this may mean waiting outside of the office.

Q: I'm not in your network. Can the member still be transported to my office for visits?

A: All transportation will need to meet eligibility and benefits. Out-of-network services require approval. An out-of-network medical/dental/behavioral health visit must be approved by Dell Children's Health Plan as well.

Q: How do I enroll as a transportation provider?

A: Visit the A2C website at <https://access2care.net/services/managed-transportation/transportation-providers/join-our-network>.

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Q: My patient needs to go to the emergency room. Do I use this service?

A: No, this is for nonemergency transportation only and does not include ambulance services.

Q: My patient is asking to be dropped off to their family's house instead of their home residence. Is that allowed?

A: No, members can be dropped off to Medicaid-enrolled providers for covered services and returned to their home residence on record with the MCO.