

# Nonemergency Medical Transportation (NEMT) Guide

## Minnesota Health Care Programs (MHCP) Provider Manual

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## Member Rights

- Members have the right to quality and respectful NEMT service, regardless of gender, race, social status or sexual preference. Providers should take into account such things as a member's cultural background, health status or special needs.
- Make the member, or a chosen representative, aware of all the transport options available.
- In cases where a member has a legal guardian or advocate appointed to act on his or her behalf, acknowledge and respect the rights of the guardian or advocate to the extent stipulated in the guardianship or advocacy arrangements.
- Members have the right to make a complaint about the NEMT service received and expect that this complaint will be investigated, appropriately and confidentially. Making a complaint must not place the member at any disadvantage for continuing to receive NEMT services.
- The local county and tribal agency transportation coordinators will provide members with information on NEMT service standards they can expect. Provide NEMT services safely in a manner that respects the dignity and independence of the member and is responsive to the member's social, cultural and physical needs.
- Access to NEMT services should be decided based only on the member's need and the capacity of the service to meet that need. Members have the right to refuse NEMT service. Refusing services should not affect a member's future access to services. Refusing service is not the same as "no-shows" (scheduling services and then not showing up at the scheduled location for a ride).
- Members have the right to privacy and confidentiality.
- Members have a right to appeal decisions that affect the NEMT service provided to them.

## Member Responsibilities

- Members must show consideration and respect and behave in a manner that does not cause undue disruption to the NEMT provider.
- Members must provide complete and accurate information to the service provider.
- Members must keep appointments or give notice as early as possible if NEMT service is no longer required.
- Members must use seatbelts and other vehicle safety devices as the NEMT provider directs.
- Members must respect the rights of other clients and NEMT providers.
- Members must respect the confidentiality of information about other clients that they may obtain while using NEMT services.

## Arranging transportation

Members can arrange for transportation as one-way or round trip within the 30- or 60-mile limit criteria (30 miles for a trip to a primary care provider or 60 miles for a trip to a specialty care provider). The school district is responsible for transportation when the services to or from which the member is being transported are part of an individualized education program (IEP).

It is preferable to submit requests for transportation up to five days before the member needs public transportation and at least three days for all other modes of transportation to allow transport to be scheduled.

If a member lives within three-fourths mile of a public transit route and his or her appointment is within three-fourths mile of a public transit route, and it is an appropriate mode of transportation for them, then they must use public transportation.

## Transportation Coordinator

### Responsibilities

The transportation coordinator will handle all calls by obtaining complete and accurate information, ensuring compliance with specific requirements for members, as well as ensuring adherence to Department of Human Services (DHS) policies and procedures.

The Transportation Coordinator will evaluate all requests for transportation and ancillary services based on the medical need of the member. This evaluation will use, but is not limited to, the medical condition(s) of the member, appointment time, distance, geography, seasonal conditions, and the least costly appropriate transports available.

### Scheduling transportation requests

The requirements for the transportation coordinator scheduling transportation include the following:

- Handle calls with dignity, respect, and professionalism.
- Before approving the member's transportation request, ensure the member qualifies for transportation by verifying eligibility and service requirements.
- Use the call intake and level of service guidelines to select the most appropriate mode of transportation for the member, which includes offering the member mileage reimbursement, volunteer transport, public transportation, local county or tribal agency NEMT transportation services and state-administered NEMT services.
- If you represent the county, tell a member who is certified for state-administered NEMT that he or she may call the provider directly to schedule a trip.
- If local agency administered NEMT appropriate to a member's needs is not available, county or tribal staff should contact the state review agent to begin the state-administered NEMT level-of-service assessment process.
- Provide coordination and accommodations if the member requires special services consistent with his or her level of services assessment. Such services may include telephone relay services, language assistance, or special accommodations, including specific vehicle type, an attendant, or a requirement to travel with a service animal.
- Educate members about their right to appeal if services are denied for any reason. Give them the appropriate toll-free number and information about the complaint process.
- To ensure first-call resolution, recap all trip information with the member and make the necessary corrections if required at time of the call. Also, educate the member on the specific requirements for the day of travel, including when to be ready for pick up, the phone number of the NEMT provider, and the requirement to call if the appointment needs to be canceled or rescheduled.
- Document the member's file and trip information if it will be needed for future reference in complaint resolution.

### Caller Emergency Situations

Determine if the transportation service request is related to an emergency condition and, if appropriate, instruct the caller to hang up and dial 911. If the caller cannot call 911, immediately contact a supervisor or designee to take control over the call. The supervisor or designee will call 911 on the member's behalf and stay on the line until the emergency personnel arrive at the member's location.

The supervisor or designee will document the situation in the member's file. If appropriate, the transportation coordinator may also instruct the caller to hang up and call the mental health crisis line at one of these numbers:

- Anoka County: 763-755-3801
- Carver and Scott County: 952-442-7601
- Dakota County: 952-891-7171
- Washington County: 651-777-5222
- Ramsey County: adults—651-266-7900, children—651-774-7000

- Hennepin County: adults—612-596-1223, children—612-348-2233

#### Trip Cancellation Request

Upon the request to cancel a scheduled trip, ensure that the trip request is properly documented with the person who called in the request.

Call the NEMT provider if the trip cancellation is for the same day or the next day and send a cancellation fax or email.

#### Stranded Passenger Request

If you receive a call from a member stating that he or she has been stranded, identify where the person is located and contact the NEMT provider to determine the status of the pick-up. If you cannot reach the NEMT provider, cancel the trip and enter a one-way transportation request, and then locate a new NEMT provider to accommodate the trip request. If no transport is available at the local agency administered NEMT level, the transportation coordinator should begin the state-administered NEMT transport level-of-service assessment process.

The transportation coordinator will also document in the member's file that the member was stranded, including the date, the provider that did not pick the member up at the designated time, and the reason, if known. Inform the member of the complaint process. If the member wants to file a complaint, give the member the necessary information. Inform the coordinator's supervisor that a member was stranded.

#### After Hours Policy

Transportation after hours is for transportation that is before 7 a.m. and after 6 p.m., Monday through Friday and all day on weekends and holidays. After-hours transportation is a covered service under MHCP; however, MHCP does not require after hours transportation. NEMT providers may have hours that are different from those listed here.

### Random Selection of Providers or Drivers

The transportation coordinator may assign NEMT trips based upon expressed choice by an eligible member or, when the member does not express a choice, by random selection, when feasible. If you represent the county and the member requires state-administered NEMT transport, tell the member to call the provider directly to schedule the trip with the exception of assisted transport (Mode 4).

Random selection of a provider or driver may be required for a specific MHCP-authorized destination that is deemed high risk. A high-risk rating is based on a pattern of repeated abuse of transportation or MA services.

Decisions requiring random selection of a provider or driver to a transportation destination are made by the county or tribal agency, a managed care organization (MCO), or by DHS when the decision is statewide. A transportation provider, driver, or an MHCP member is deemed high risk when evidence found in an audit or investigation conducted by DHS, an MCO, county or tribe shows potential collusion or other misconduct.

When findings from an audit or investigation indicate high risk, the provider, drivers, or both must be authorized on a random selection basis, where feasible. An individual provider, driver or member may be released from the required random selection after two years.

As of July 1, 2015, all NEMT transportation to Opioid Treatment Program (OTP) clinics must be authorized on a random selection basis of providers and drivers, where feasible.

### State-Administered NEMT Level-of-Service Assessment

DHS or an entity that DHS contracts with will process all assessment applications and update MMIS immediately following an approval or denial. An approval or denial letter will be mailed out within two business days from approval or denial of state-administered NEMT certification. State-administered NEMT certification is approved for up to seven years based on the client's condition or diagnosis.

The DHS medical review agent will do the following:

- Provide a notice to the member 30-days before the level-of-service certification expires
- Offer the member or his or her representative the opportunity for a reconsideration if the DHS medical review agent completed the state-administered NEMT level-of-service assessment resulting in a denial. See the [State-administered NEMT](#) section of the MHCP Provider Manual for procedure for reconsideration

## Emergency Room or Urgent Care Requests

As a non-emergency transportation provider, do not provide transportation to the emergency room (ER) for nonscheduled appointments. Refer to the following three scenarios for how to handle requests for emergency or urgent care transportation:

1. Emergency request:
  - Tell the member that you cannot schedule transportation to the ER for nonscheduled appointments
  - Advise member to call 911
2. Urgent care request:
  - Ask if the member has an appointment or has tried to schedule an appointment with an Urgent Care facility or Urgent Care for Adult Mental Health
  - Verify whether an appointment is scheduled or that the facility accepts walk-ins
    - If you confirm an appointment is scheduled, set a round trip
    - If the facility accepts walk-ins, schedule one way and explain the member needs to contact you when the appointment is completed to schedule the return ride
3. Request for return ride from an Urgent Care or Emergency Room:
  - Call from facility staff—Use the intake script and level of service guidelines to select the most appropriate mode of transportation for the client
  - Call from member:
    - Obtain facility phone number; call facility to confirm the member was seen
    - If unable to confirm member was seen, decline transportation request

If you or a colleague scheduled the first leg of the trip, you may contact the initial NEMT provider to arrange the second leg. If the NEMT provider is not available to handle the return trip, schedule a one-way trip with a different NEMT provider.

## Transportation of a Minor

Follow these steps for transporting a minor:

- Verify that parental authorization is in the member's file
- If in file, schedule trip following the call intake process
- If no parental authorization is on file, do the following:
  - Request fax, email or mailing address information for the parent or guardian of the minor.
  - Fax, email or mail request for authorization to the parent or guardian.
  - Notify the parent or legal guardian if the transportation provider or time of the transport changes
- Schedule the trip when you receive signed authorization

## Parent or guardian authorization form

The following page is a sample of a form you may use for parent or guardian authorization.

# Minor Parental Authorization

Parent or Legal Guardian of: [complete name of minor child]

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RE: Parental Authorization

The Department of Human Services requires a parent or legal guardian to sign a parental authorization to allow any minor less than 18 years of age to receive nonemergency medical transportation services to medical appointments without being accompanied by a parent or legal guardian.

The transportation coordinator must receive the signed parental authorization before scheduling any transportation for a minor traveling without a parent or legal guardian. The signed authorization is valid for one year from the date the transportation coordinator receives the signed form.

Return the signed parental authorization to [fill in agency information]:

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Contact the following with any concerns or questions [fill in your contact information]:

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MHCP member identification number:

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I, \_\_\_\_\_, parent or legal guardian of \_\_\_\_\_, authorize my transportation coordinator to schedule nonemergency medical transportation for my minor dependent who is less than 18 years old. I also authorize transportation for my minor dependent to and from medical appointments. I understand that this authorization allows a nonemergency transportation provider of my choice to transport my minor dependent to and from Minnesota Health Care Program (MHCP) approved appointments without being accompanied by a parent or legal guardian.

By signing below, I indicate I have read and understand this parental authorization.

I have also included names of people who may receive my child when dropped off in my absence: (Use an additional sheet of paper, if needed.)

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The parental authorization is valid for one year from the signature date.

-----  
Print name parent or legal guardian

-----  
Signature parent or legal guardian

\_\_\_\_\_  
Date

Emergency contact name and phone number \_\_\_\_\_

Note: It is very important that you provide an emergency contact. If you choose not to provide an emergency contact and we are not able to contact a parent or guardian for your child in an emergency, we will need to leave your child in the custody of the nearest authority.

## New Arrival Refugee Transportation

MHCP covers nonemergency transportation for all refugees to receive medical services within the first 90 days of their arrival.

The refugee-screening clinic or assigned caseworker is responsible for submitting all MHCP nonemergency transportation requests to a transportation coordinator within the refugee's first 90 days of arrival.

The transportation coordinator will check MN-ITS to verify if eligibility has been established before scheduling transportation. Follow this process:

- If the person is eligible for MHCP:
  - Follow normal intake process
  - Provide the clinic or voluntary agency (VOLAG) with the refugee's PMI number
- If the person has not been determined to be eligible for MHCP, contact the [Minnesota Department of Health \(MDH\), Refugee Program](#)

## Public Transit Process

The county or tribe will negotiate agreements with public transportation systems wherever possible and will use public transportation systems when appropriate for the recipient.

Members who are able to travel by public transport must use public transport. The transportation coordinator determines the type of ticket or pass for the member by determining how many rides the member requires during a fixed period. The transportation coordinator compares the cost of the individual trips to the cost of a pass for the period and authorizes a pass when it is cost effective. If a pass is not cost effective, the transportation coordinator issues individual tickets for the exact number of rides requested.

## Procedure

Follow these requirements for public transit:

- A public transportation 30-day pass requires up to a five-day notice. For trip(s) in less than five days:
  - Offer the client mileage reimbursement.
  - Offer the client the option of bus fare reimbursement.
  - If the recipient is unable to use either of the above options, they must reschedule the appointment.
- If the trip is deemed medically urgent or this is their first appointment, unassisted transportation can be set after the appointment and urgency is verified by the facility.

Possible exceptions for public transit include the following:

- Walking distance is greater than three-fourths of a mile
- A medical or mental health professional has determined that bus transportation is not appropriate
- An Assessment Application on file confirms a public transit exclusion

Consider a public transportation exclusion if the member has an underlying medical condition, an extenuating circumstance that makes this option inadequate, or an Americans with Disabilities Act (ADA) transit certification confirming public transit exclusion is on file.

You may issue a ticket or pass for one adult caregiver to accompany a member who is under 18 years old to authorized appointments.

If an adult member states that he or she requires an additional passenger who is not a PCA, send a statement of medical necessity to the member's treating medical or mental health professional to determine the medical necessity of an additional passenger before scheduling transportation

## Special considerations for public transit

If a member can use public transit routes (bus and light rail) that are on a published schedule, the member must pay the posted fare.

If the member can use community dial-a-ride that is open to all members of the public, MHCP will reimburse the scheduled rate.

## **Inclement Weather**

NEMT providers must consider the safety of the member first when deciding whether to transport or to provide or use a specific level of service during times of inclement weather. Ensure that members receive proper notice if transportation is not possible due to the inclement weather situation.

The NEMT provider must notify members if they are not able to complete transportation services due to inclement weather.

**Note:** Give special consideration to urgent requests (could include but not limited to dialysis, electro-current therapy, chemotherapy and radiation).

## **Responsibilities**

### **Transportation coordinator**

The transportation coordinator is responsible for the following:

- Consider inclement weather before assigning transportation to a public transit organization where the member would be expected to walk to or wait at a public transit waiting area. If a member must travel on a day when weather makes it impossible to use an assigned mode of transportation, the transportation coordinator can complete the one-time assessment process for the appropriate mode of transportation.
- Communicate with the NEMT providers and members about inclement weather or unusual traffic conditions so each party is informed of decisions to either transport or not to transport. Notify the NEMT provider if the member contacts the transportation coordinator directly to cancel.
- Defer to the discretion of the NEMT provider about the safety of road conditions during inclement weather or unusual traffic conditions.

### **NEMT provider**

The NEMT provider is responsible for the following:

- Contact the transportation coordinator via telephone, fax or email if they cannot complete the transportation because of inclement weather or unusual traffic conditions.
- Call the transportation coordinator within set timelines when the member does not want to complete the transportation due to inclement weather or unusual traffic conditions.
- Inform members each time they call that they must contact the transportation coordinator if they need to make any changes or cancel a scheduled trip.

## **Cancelled transports due to inclement weather**

Transports are canceled when either the NEMT provider or the member notifies the transportation coordinator. NEMT providers make every effort to complete all trips during inclement weather or unusual traffic conditions whenever it is safe to do so.

NEMT providers must return members they took to an appointment to an appropriate location before inclement weather limits their ability to transport them safely. If the original NEMT provider cannot accommodate the return ride, the transportation coordinator will locate another NEMT provider that is able to provide the return ride. If no NEMT provider is available to provide the service, the transportation coordinator should help the member locate lodging and explain the reimbursement policy for lodging and meals.

## **Urgent requests**

Urgent requests for transports are of the utmost importance and receive the highest priority. Every effort is made to complete these types of transports while still ensuring member and NEMT provider safety.

## **Service Animals**

Transportation coordinators will adhere to the requirements of members and ADA laws by asking whether a service animal is required during transportation.

Under the ADA, a service animal is any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. (The ADA provides an exception for miniature horses that have been individually trained to do work or perform tasks for the benefit of the person with a disability.)

Transportation Coordinators may ask two questions:

- Whether an animal is required because of a disability, and
- What task or work the animal has been trained to perform.

The transportation coordinator cannot require documentation (for example, proof of certification, training or licensure) that the animal is a service animal.

A service animal must be under the control of its handler and have a harness, leash, or other tether, unless the handler is unable to use because of a disability or such use would interfere with the animal's safe, effective performance of work or tasks. If this is the case, the service animal must be otherwise under the handler's control by way of voice control, signals, or other effective means.

An NEMT provider may ask a person to remove a service animal from the vehicle if the animal is out of control and the animal's handler does not take effective action to control it, or if the animal is not trained.

If the person with a disability has an emotional support, comfort or companion animal that is not also trained to be a service animal, the person can request a reasonable accommodation to travel with the animal. As a condition of providing the reasonable accommodation, the NEMT provider can require that the animal be leashed or under the control of the person with a disability at all times. If the person with a disability fails to exercise control of the emotional support, comfort or companion animal, the transportation company can refuse to transport the animal or require that the animal be in a kennel while in transport.

## Call Intake – Trip Scheduling

Call intake is the process to identify the member, verify eligibility and determine level of service.

The transportation coordinator greets the caller and routes the call as needed. The intake then follows this process:

1. Is the caller an English speaker?
  - Yes, continue
  - No, find translator
2. Is this an emergency?
  - If yes, direct to 911
  - If no, continue
3. Verify name, Medicaid number, address, and phone are correct
  - Yes, continue
  - No, make corrections
4. Confirm eligibility for MA
  - Not eligible – trip denied
  - Eligible, continue
5. Have you used NEMT before?
  - If no, continue.
  - If yes, ask if anything has changed that could impact the service they require. (This could include weather, destination, etc.)
    - If nothing has changed, provide same transportation as previous trip.
    - If yes, continue.
6. What is your age? If under 18: Will an adult be accompanying you?
  - Yes, continue to question 7.
  - No, is the member emancipated, a parent, or making an appointment for family planning or mental health?
    - Yes, continue to question 7.
    - No, obtain a level-of-service assessment.
7. How many people are travelling (children, companion, PCA, etc.)? If children:
  - What are the ages of the children?
  - Do you require a car seat or booster?
8. Is this a one-time appointment or a series of appointments?
9. Does member have access to own transportation?
  - Yes, and able to drive—coordinate mileage reimbursement
  - Yes, but is unable to drive, use volunteer driver, or take bus only—must obtain a level-of-service assessment

- No, continue
10. Does the client live, and is their desired destination, within three-fourths of a mile of a bus route?
    - If yes, does bus route or connecting bus route go to desired location?
      - No, bus route or connecting bus route does not go to desired location: go to question 11
      - Yes, are you ambulatory or use a wheelchair and can you transfer buses?
        - If ambulatory, provide bus reimbursement
        - If uses a wheelchair:
          - Verify that a bus is available
          - Verify that weather is appropriate
          - Service available and weather appropriate: provide bus reimbursement
      - Yes, but is unable to take the bus: must obtain a level-of-service assessment.
    - If no, (not within three-fourths of a mile of a bus route) continue to question 11
  11. Is client able to travel in a car?
    - Yes
    - Yes, but uses a wheelchair: Can client transfer independently?
      - Yes: provide local agency administered NEMT transport or volunteer driver
      - Yes, but is unable to use offered service: must obtain a level-of-service assessment
      - No: member must obtain a level-of-service assessment
    - No: member must obtain a level-of-service assessment
  12. Pick up and drop off information – after intake process:
    - Obtain appointment date and time
    - Document the caller's full name, relationship to the member, and contact phone number. If caller is not the member, note the relationship to the member in the account. That is, is the caller a relative, interpreter, friend, PCA, or facility staff (social worker, case manager or discharge planner)?
  13. Ask if the member is aware of the mileage reimbursement program; educate if necessary
  14. Obtain the necessary trip information, including the pick-up and destination addresses, and phone number.
  15. Remind the member to set appointments within 30 miles for a trip to a primary care provider or 60 miles for a trip to a specialty care provider, or have authorization from the local agency
  16. Confirm the complete trip information with the caller or member for possible data entry errors, including:
    - Pick up and drop off addresses
    - Type of trip (round trip or one-way)
    - Time of appointment and return time
    - Contract information for NEMT provider
    - Any special needs
  17. Tell the caller or member how to change or cancel a trip by stating the following:
    - "If you need to change your trip, please call us back."
    - "If you need to cancel your trip, you may contact the NEMT provider or NEMT transportation coordinator directly."
  18. After completing the intake and scheduling the trip, email or fax the trip information to the NEMT provider

## Reimbursement

MHCP issues reimbursement for transportation and ancillary services on a set payment schedule. Refer to the [Payment & Claim Cut-Off Calendar](#).

If a member reports not receiving a reimbursement check, the transportation coordinator can request a new check to be issued 30 days after the issue date of the first check.

## Appeals

### Members

Members have the right to appeal their NEMT transport or ancillary service level-of-service determination.

The member or the member's advocate may submit all appeals directly to the transportation coordinator. The transportation coordinator will forward all appeals submitted to their office to the DHS Appeal Office.

If the denial was for recertification of service and the member requests continuation of services, the transportation coordinator will certify the member beginning the first day following the expiration of the original certification. The certification will continue through the appeal process until DHS makes a decision.

If the appeals process affirms the transportation coordinator's determination and a service certification was placed during the appeal process, the transportation coordinator will end the service certification on the last day of the month during which the Human Services judge made the determination.

## **NEMT providers**

Procedure to appeal assessment of compliance denial

Providers must contact the Minnesota Department of Transportation (MnDOT) at 651-296-3000 or 800-657-3774 to appeal.

## **Complaints**

Members may submit a complaint about NEMT services with the MnDOT, DHS, or their NEMT transportation coordinator.

Details of which phone number to use for specific types of complaints are listed directly below.

MnDOT, DHS, and the counties must ensure that they document complaints and refer them to the appropriate agency, when necessary.

## **Member complaint process**

Members may report complaints as follows:

- Call MnDOT at 651-296-3000 or 800-657-3774 with complaints on a driver or vehicle. Calls after normal business hours or during holidays will have the option to leave a voice message.
- Call the MHCP Member Help Desk at 651-431-2670 or 800-657-3739 or the NEMT transportation coordinator with complaints on NEMT transportation coordinator service, driver service, etc. After normal business hours or during holidays you may leave a voice message for the transportation coordinator.
- Call the MHCP Member Help Desk at 651-431-2670 or 800-657-3739 for issues related to the MHCP medical review agent and the agent's processing of the state-administered NEMT transport level-of-service assessments.

Transportation coordinators, MnDOT, and DHS will document all complaints they receive. If a transportation coordinator, DHS representative, or MnDOT representative receives a complaint on an NEMT provider who is suspected of being under the influence, is verbally or physically abusive, driving recklessly, or has sexually harassed a client, they will contact the NEMT provider, DHS, and MnDOT immediately to ensure that vehicle or driver is not able to provide further rides until the complaint has been addressed.

## **NEMT provider complaint process**

NEMT providers may contact the NEMT transportation coordinator or the MHCP Provider Call Center to register any complaints. These complaints may include, but are not limited to billing, communication, client behavior, etc.

## **Complaint resolution**

DHS, MnDOT or the NEMT transportation coordinator will investigate the complaints. The NEMT transportation coordinator will work with pertinent parties to resolve complaints and initiate performance improvement plans.

If the complaint is found to be unsubstantiated, the state agency or NEMT transportation coordinator investigating will document this and notify the NEMT provider and the member.

## **Complaint documentation**

DHS will provide a report every two years summarizing complaints made by NEMT clients. They will provide the report to the counties and the Nonemergency Medical Transportation Advisory Committee.

## **Billing and Reimbursement**

A standardized billing method is used for all NEMT transportation services to ensure utilization of the most cost effective mode of transportation and that all nonemergency medical transportation service providers are able to bill for NEMT services they provide to MHCP members.

Local county or tribal agency administered NEMT providers submit trip logs or documentation for each transportation service to the NEMT transportation coordinator of the county or tribe where they provide service. The local agency NEMT

providers receive a predetermined reimbursement rate from the NEMT transportation coordinator for each approved NEMT covered service. The local agency NEMT coordinator or their billing organization will bill MHCP through MN–ITS for reimbursement of the transport payments.

State-administered NEMT providers bill MHCP directly, except for assisted transport, and must maintain trip logs and documentation consistent with requirements under Minnesota statutes and rules for each transportation service billed. State-administered NEMT providers submit claims through MN–ITS directly to MHCP. Nonemergency medical transportation providers, their billing organizations, and counties or tribes must follow billing policies as outlined in this NEMT Guide and in the MHCP Provider Manual. State-administered NEMT providers are required to bill MHCP through MN–ITS for the services reimbursable under MHCP that they provide to eligible MCHP members.

MHCP members enrolled in a managed care organization (MCO) contracted with DHS receive their health care and access services through the MCO, except for personal mileage, out-of-state travel, and related ancillary services. Instruct MHCP managed care members to contact the appropriate MCO for their transportation needs.

### **Local agency administered and state-administered NEMT claims submission**

Refer to the MN–ITS manual and the MHCP Provider Manual for billing information.

### **Mileage reimbursement**

All NEMT members requesting personal mileage reimbursement are required to bill the NEMT transportation coordinator directly. The transportation coordinator will reimburse members using trip log information.

Consider mileage reimbursement options for each call requesting transportation. People who have access to an operable vehicle and are able to drive must use the mileage reimbursement option. If the person does not have an operable vehicle or is unable to drive for other reasons, he or she may receive a one-time courtesy unassisted transport. The person must submit information explaining why they are unable to use their vehicle to the transportation coordinator.

Mileage reimbursement is available when travel by personal vehicle is available and is the least costly means of transport appropriate to the needs of the member. The member must use the mileage reimbursement option if an operational vehicle is available. Educate the client on this policy, if needed.

Personal mileage reimbursement does not apply for members who meet either of the following:

- Member does not have an operable vehicle
- Member is a minor and the parent or legal guardian uses the vehicle during the day for transportation to work.

The member, or the parent or legal guardian of the member must submit the information to the transportation coordinator.

#### **Submitting requests for reimbursement**

Submit all requests for reimbursement for transportation and ancillary services to the transportation coordinator using a trip log sheet, expense voucher, or other form established by the transportation coordinator. Include appropriate receipts for ancillary services or private pay transportation.

Refer to all of the following regarding requests for reimbursement:

- The person must be eligible for MA on the date he or she received the medical services.
- Submit trip logs and receipts as specified by the transportation coordinator for timely filing purposes.
- The transportation coordinator will reimburse bills received up to six months from the date of service based on the date the trip log and receipts are received, or the start date of the member's eligibility (whichever is less).
- The member, driver and health care provider must complete and sign the trip logs.
- Personal mileage reimbursement is paid to the person whose vehicle was used to transport the client.
- Individuals who are licensed foster care providers are reimbursed at the IRS business mileage deduction rate effective on the date of service.
- When the distance for the reimbursement request exceeds 30 miles one way for a primary care provider or 60 miles one way for a specialty care provider, a statement of medical necessity from the member's referring or treating physician is required. The statement must show that the provider is the closest provider capable of providing the level of care needed. The transportation coordinator must approve the reimbursement for this trip prior to the trip.

## Volunteer Drivers

Reimburse volunteer drivers up to the IRS business mileage deduction rate in effect on the date of transport.

## Definitions

**Adult:** A person who is 18 or older authorized to make transportation decisions for a minor.

**Attendant:** An employee of a special transportation provider who meets all MnDOT driver certification requirements.

**Common Carrier Transportation:** The transport of a member by bus, taxicab, other commercial carrier, or by private automobile.

**Complaints:** Any written or verbal expression of dissatisfaction about services, procedures, or function of NEMT, which cause a need for intervention by the NEMT transportation coordinator

**Home:** Address documented on the member's Medicaid file.

**Inclement weather:** Stormy or harsh weather, including extreme cold and heat that may disrupt transportation or require a single-time assessment for a different mode of transportation.

**Level of Service (LOS):** Assessment necessary to determine what mode of special transportation is appropriate and most cost effective for recipients unable to use common carrier.

**Local Agency Administered Nonemergency Medical Transportation (NEMT):** references those transportation services coordinated, provided, or reimbursed by the counties and tribes for dates of service on and after July 1, 2016. This was previously referred to as Access Transportation Services (ATS).

**Medical Transportation:** The transport of a member for the purpose of obtaining a covered service or transporting the member after the service is provided. The types of medical transportation are common carrier, special transportation and life support.

**Member:** A person enrolled in MHCP using nonemergency medical transportation services.

**Member mileage reimbursement:** Reimbursement provided to members who have and use their own transportation.

**Minnesota Department of Transportation (MnDOT):** The principal Minnesota state agency to develop, implement, administer, consolidate and coordinate state transportation policies, plans and programs (Minnesota Statutes 174).

**Minnesota Nonemergency Transportation (MNET):** The organizational name for the program that completes the statewide Special Transportation Service LOS assessment process for MHCP. MNET also coordinates and provides all Access Transportation Services (ATS) and related ancillary services in nine counties through a contract with the Metro County Consortium (MCC). Effective July 1, 2010, the host county for the Mnet/MCC contract is Hennepin County.

**Minor Child:** Through age 17.

**Multiple Trip Legs:** Services rendered when a passenger requires pick up and transportation between several different destinations as part of a continuum, and requires the transportation provider to wait before returning to the point of origin. Each leg is one part of the complete round trip.

**NEMT Coordinator:** An entity made up of one or more counties or tribes or a contracted provider acting in place of the individual or multiple counties or tribes.

**No-Load Miles:** Medical transportation miles driven without the member in the vehicle. MHCP does not reimburse for these miles and the provider may not bill the member.

**No Show:** Member is not at pick-up location when scheduled or member has cancelled a scheduled trip within the following:

- Less than two hours before the scheduled pick up time for trips under 30 miles

- Less than four hours before the scheduled pick up time for trips over 30 miles

**Nonemergency Medical Transportation (NEMT):** Access and special transportation services provided to enable MHCP members' access to medically necessary covered services or to attend MHCP service-related appeal hearings.

**Responsible person:** A person who is needed to make medical decisions, learn about the member's medical care services or is necessary to allow the member to receive a covered medical service.

**School:** School, school-based or school-linked clinic.

**Stranded:** Member left at pick-up destination for more than one hour after their scheduled pick-up time.

**State Administered Non-Emergency Medical Transportation (NEMT):** Effective July 1, 2016, this refers to transportation services DHS administers and reimburses directly to the MHCP enrolled providers for transport of MHCP eligible members who are certified to use one of the state-administered levels of transportation to get to and from an MHCP covered medical service. This includes assisted, ramp or lift-equipped, protected and stretcher transports.

**Transportation Coordinator:** An entity made up of one or more counties or tribes or a contracted provider acting in place of the individual or multiple counties or tribes. Cannot be the same entity that determines the level of transport and the actual provider of the transport service. Must be consistent with 42 CFR 440.170.

**Trip or trip leg:** The transport of the member from the pick-up (origination) location to the drop-off (destination) location. This is the unit of billing.

**Volunteer transport:** A transportation program that provides transportation by volunteers using their own vehicles.