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Non-Emergency Medical Transportation (NEMT)

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the patient's home to the facility and back to the home. When comparable treatment may be obtained at a facility closer to the patient's home than the one he chooses, mileage reimbursed is limited to the distance to the nearest facility. The client's statement about the availability of a closer facility is accepted unless the information is questionable. See **Determining the Amount of Payment** below.

Meals are not reimbursed for any travel which does not include an overnight stay.

When travel by private automobile is an option, but the applicant chooses more costly transportation, the rate of reimbursement is limited to the private auto mileage rate.

When the applicant chooses to rent an automobile and submits the costs of the rental and connected fees, when the total is less than the private mileage rate, the lower cost is paid.

Applicants must car-pool when others in the household have appointments the same day at the same facility.

Round trips are limited to 1 per household per day. Parents must make an effort to schedule appointments for children at the same time or on the same day whenever possible.

#### E. REQUESTS FOR TRANSPORTATION FOR EMERGENCY ROOM SERVICES

Applicants who use emergency rooms for routine medical care are not reimbursed for transportation. When the Worker documents that emergency room treatment was necessary, he may approve the NEMT application and record the reason for the approval, including whether or not the individual's physician was involved in the decision to go to the emergency room.

#### F. APPROVED TRANSPORTATION PROVIDERS

The least expensive method of transportation must always be considered first and used, if available.

Providers are listed below in the order in which they must be considered. Applicants who choose a more expensive method than the one available are reimbursed at the least expensive rate.

- The patient or a member of his family, friends, neighbors, interested individuals, foster parents, adult family care providers or volunteers
- Volunteers or paid employees of community-based service agencies such as Community Action and Senior Services
- Common carriers (bus, train, taxi or airplane)

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- An employee of DHHR, with supervisory approval only, after it is determined that no other provider is available

**NOTE:** If the status of a provider is questionable, contact the Policy Unit for assistance.

#### G. DETERMINING THE AMOUNT OF PAYMENT

The amount of reimbursement for transportation expenses depends on the method of transportation, the round-trip mileage and/or whether lodging was required.

Payment may be authorized for 1 round trip per patient per day with a maximum of 2 round trips per hospital admission. Exceptions require documentation of medical necessity and Supervisory approval.

##### 1. Mileage

Round-trip mileage from the patient's home to the medical facility is paid at the current state mileage reimbursement rate. If more than one patient was transported, payment is approved for one trip only. The round trip must be made over the shortest route, as determined by a road map or certified odometer reading. The Worker may use the applicant's statement of the total mileage, unless the amount appears incorrect.

The Worker is encouraged to combine applications for trips to avoid issuing numerous checks for small amounts. A single check may be written to the applicant, who is then responsible for reimbursing the drivers if they have not already been paid. Case comments must reflect that mileage claimed is for more than one trip and may be for more than one provider.

As stated above, mileage is limited to the nearest comparable facility for routine services such as allergy shots, blood pressure readings, etc., when the physician has not specified that a specific facility must be paid.

**NOTE:** The client's choice of physician cannot be restricted. See **Benefit Repayment Section** below for additional information.

##### 2. Common Carrier

When a common carrier is the provider, the established round-trip fare is paid. The cost of waiting time is paid only when travel between cities is required. This waiting time is permitted only for obtaining medical