

27.2 NEMT REQUEST PROCESS

A. BEGINNING DATE OF ELIGIBILITY

Medicaid recipients are eligible for NEMT beginning the first day of the month in which Medicaid is approved.

Recipients of CSHCN and others who qualify for reimbursement of transportation expenses are eligible for NEMT beginning the month of approval, as determined by the program which provides the medical services.

B. THE BENEFIT

Services provided under this program include reimbursement for transportation and certain related expenses necessary to secure medical services normally covered by Medicaid. Funding for this program is provided by three different sources:

- Title XIX funds for all Medicaid recipients, including foster children,
- Title V funds for non-Medicaid eligible recipients of the Children with Special Health Care Needs Program (CSHCN), and
- Agency administrative funds for applicants for Medicaid who need a physical examination in order to complete the eligibility process.

Reimbursement for transportation and related expenses is available to Medicaid recipients who:

- Require transportation to keep an appointment for medical services covered under the Medicaid group for which he was approved;
- Receive scheduled Medicaid-covered services at a clinic, hospital or doctor's office; and
- Receive pre-authorization as necessary.

C. THE NEMT REQUEST FORM

The medical service provider, or his designee, is required to sign the section verifying that the individual had an appointment and was seen for Medicaid-covered treatment or services. Medical service providers include

Non-Emergency Medical Transportation (NEMT)

doctors, nurses, nurse practitioners, physicians' assistants, lab technicians, and others who perform a Medicaid-covered service.

When prior approval is required for out-of-state services, coordination of the process may be facilitated by telephone and/or fax with the Utilization Management Contractor and the physician, as necessary. Members should contact the broker to arrange transportation for all medical appointments.

Altered forms which include questionable entries will result in denial of the request, unless the broker is able to resolve the discrepancies. Items which have been corrected must be initialed by the applicant or other person providing the information.

D. PROCESSING DELAYS

The broker must process requests received for travel upon receipt, provided the date for which reimbursement is being requested occurred no earlier than 365 days prior to the date of the request. Delay caused by failure on the part of the broker to process a request in a timely manner is not a reason to deny payment.

RESERVED FOR FUTURE USE