

Non-Emergent Medical Transportation (NEMT)

Provider & Community Issues Subcommittee Meeting

Presented By: Elizabeth Reekers-Medina

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Our Mission

Improving health care access and outcomes for the **people** we serve while demonstrating sound stewardship of financial **resources**



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NEMT Overview

- Transportation for Health First Colorado (Colorado's Medicaid Program) members to and/or from covered medical appointments and services.
- NEMT is available only when a member has no other means of transportation.
- NEMT is not for emergencies.



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NEMT Overview

- Federal Regulations require states to assure members have transportation to and from covered services.
- States have flexibility in how to implement and administer the NEMT program within broad federal guidance.
- The Centers for Medicare and Medicaid Services (CMS) must approve each state's method for providing NEMT.



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NEMT Services

- Transportation using the least expensive, most medically appropriate mode. Modes available may include:
 - Private vehicle
 - Bus
 - Public transportation
 - Mileage reimbursement
 - Ambulance
 - Mobility vehicle
 - Wheelchair van
 - Stretcher van
 - Plane
 - Train



NEMT Services

- Ancillary Services:
 - Meals and lodging- if the trip cannot be completed in one day.
 - Escort Transportation- when the member is a child or an at-risk adult who requires the escort's continued stay.
 - Meals and lodging for an escort when the member requires an escort for a trip that cannot be completed in one day.



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NEMT Eligibility

Most Health First Colorado members qualify for NEMT if they have no other means of transportation.

- Members in the following programs do not qualify for NEMT:
 - Old Age Pension - State Medical Program (OAP SMP)
 - Qualified Individual - 1 Medicare (QI-1)
 - Qualified Medicare Beneficiary (QMB only)
 - Special Low-Income Medicare Beneficiary (SLMB)
 - Program of All-Inclusive Care for the Elderly (PACE)
 - Child Health Plan Plus (CHP+)



NEMT Administration

- NEMT services are coordinated by a State Designated Entity (SDE). Colorado has three types of SDEs:
 - County Administered - 36 counties
 - Locally administered through the County Departments of Human Services
 - Multi-County Collaboratives - 19 counties
 - Northwest Colorado Council of Governments
 - Northeast Colorado Transit Authority
 - San Luis Valley Multi-County Collaborative
 - State Contracted Broker - 9 counties
 - Currently Veyo (formerly Total Transit)
 - Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson, Larimer, and Weld Counties



County Administration

- 36 Counties operate NEMT locally through the County Department of Human Services.
- All NEMT administration responsibilities, including NEMT eligibility verification reside at the county.
- Counties use a number of different approaches and processes.
- HCPF funds Medicaid administrative costs through allocations to County Departments of Human Services. NEMT is classified as a non-enhanced FFP and counties must balance their NEMT administration activities with all of the programs that they are mandated to administer.
- No State NEMT performance targets or indicators.



Multi-County Collaboratives

- 19 Counties administer NEMT through a multi-county collaborative.
- Each of the collaboratives have partnered with a non-county Department of Human Services agency (e.g. a Regional Council of Government or a community-based agency) to act as their “regional” transportation broker.
- Collaborative use a number of different approaches and processes
- No State NEMT performance targets.



State-Contracted Broker

- The State-contracted broker administers NEMT for nine counties.
- The contract is awarded through a Request for Proposal (RFP).
- The broker operates as an Administrative Services Only (ASO) performing administrative and oversight functions for a monthly fee.
- NEMT providers are paid by the broker at the fee-for-service rate established by HCPF.
- The broker is prohibited from providing transportation.



State-Contracted Broker

- Responsibilities include:
 - provider and network oversight
 - complaint investigations
 - trip scheduling including call center activities
 - bus pass distribution
 - mileage reimbursement distribution
 - provider payments
 - member and trip eligibility and verification activities
 - sending member denial notices and participation in member appeals
 - information and education of medical facilities and members
 - claims submittal and adjudication to the Medicaid Management Information System (MMIS)



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HCPF's Role

HCPF is the Single State Medicaid Agency responsible for overall supervision of Medicaid in Colorado and issuing policies, rules, and regulations.

- For NEMT this includes:
 - Oversight and management of the state-contracted NEMT Broker contract.
 - Creation of statewide NEMT policies and regulations.
 - Technical assistance and policy guidance to State Designated Entities.
 - Work with CMS to obtain approval of any significant changes.



NEMT Regulations & Policies

Code of Federal Regulations (CFR): 42 CFR, §431.53

www.ecfr.gov

Colorado's Medicaid State Plan (Attachment 3.1.-D):

<https://www.colorado.gov/pacific/hcpf/colorado-medicaid-state-plan>

Colorado Code of Regulations (10 CCR 2505-10.8.014):

<http://www.sos.state.co.us/CCR>

Benefit Coverage Standard:

<https://www.colorado.gov/pacific/hcpf/benefits-collaborative-approved-benefits-standards>

Billing Manual

<https://www.colorado.gov/hcpf/billing-manuals>



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NEMT Resources

HCPF NEMT Website:

<https://www.colorado.gov/pacific/hcpf/non-emergent-medical-transportation>

Rate Schedule:

<https://www.colorado.gov/hcpf/provider-rates-fee-schedule>

NEMT Email:

NEMT@state.co.us



Questions?



Contact Information

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Thank You!



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