

# Non-Medical Transportation (NMT) Frequently Asked Questions



## What is Non-Medical Transportation?

Non-Medical Transportation (NMT) is an HCBS waiver service that provides transportation which enables the client to gain personal physical access to non-medical community services and resources, and is only available when free transportation is not available to the client. **All NMT requests require prior authorization.** The types of transportation available include:

- Mobility Van or Vehicle
- Wheelchair Van
- Taxi (should only be utilized when no other form of transportation can be arranged)

Reimbursement for mileage is provided for the Wheelchair Van transportation option.

## Which transportation type should be authorized and billed for NMT?

The authorized transportation type should reflect the needs of each individual client. A Mobility Van or Vehicle should be authorized and billed when:

- Clients who are not in a wheelchair
- Clients in a wheelchair who do not require assistance for transferring

A Wheelchair Van should be authorized and billed when:

- Clients who are in a wheelchair and require assistance for transferring
- Vehicle should have necessary transferring equipment

A Taxi should only be authorized and billed when:

- The provider is an approved PUC Taxi provider and has a meter in the car

**It is the responsibility of the Case Manager to approve the least costly and most appropriate form of transportation.**

Transportation types will not reflect the vehicle type (with the exception of Taxi's). Instead, transportation types should reflect the needs of the client being transported. If the client being transported is in a wheelchair and requires help transferring then it is appropriate to authorize and bill for a wheelchair van.

## Who should be contacted for question concerning Non-Medical Transportation?

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|--|---------------|----------------|
| • For NMT service concerns or question                 | Tyler Deines  | (303)-866-2266 |
| • For NMT provider questions, concerns, and enrollment | Nick Clark    | (303)-866-2436 |
| • For NMT rate questions or concerns                   | Randie Wilson | (303)-866-6199 |

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