



## Non-Emergency Transportation (NET)

Effective July 1, 2019 NET will be carved into Heritage Health. To support this benefit coverage and process transition, Nebraska Medicaid and the Health Plans have scheduled two online provider presentations.

We invite your representatives to join us to learn more about the NET program and the three NET vendors. We will be available to answer any questions you may have.

**June 17, 2019 10:00am-11:00am**

**Meeting Link:** <https://nvcn-cio.webex.com/nvcn-cio/j.php?MTID=m355abe9f51ac2d72661359aca262922f>

**Meeting Number/Access Code:** 922 935 681

**Join by Phone:** 1-415-655-0003 US Toll



# NON-EMERGENCY TRANSPORTATION (NEMT)

NEMT is a service by which Medicaid pays for transportation for Medicaid members (who qualify for this service) to and from their medical appointments, such as doctor visits, therapy, behavioral health, and dental appointments.

- ▶ Transportation for an emergency situation is a separate service.

**\*\*Medicaid does not pay for transportation for socializing, recreation, religious activities, or other trips which would be appropriate for volunteer transportation providers.\*\***

# WHAT DOES THE CARVE-IN MEAN?

**Currently**, Medicaid contracts with IntelliRide to arrange transportation for those who qualify to receive the service. This contract is administered outside of the Heritage Health program.

**With the carve-in**, the Heritage Health plans will administer the NEMT service for their members, so this service is integrated with the physical health, behavioral health and pharmacy services.

Nebraska Medicaid will administer the NEMT service for fee-for-service members.

# WHO WILL THE BROKERS BE FOR NEMT SERVICE AFTER JULY 1, 2019?

Each of the Heritage Health plans have contracted with a transportation broker:

- ❑ **Nebraska Total Care** selected **Medical Transportation Management (MTM)**
- ❑ **UnitedHealthcare Community Plan** selected **National MedTrans**
- ❑ **WellCare** selected **IntelliRide**

# WILL NEMT REQUIREMENTS CHANGE AFTER THE CARVE-IN?

**No. The requirements to qualify for NEMT service will not change.**

The difference will be:

- Heritage Health plans will arrange for transportation services for their members through their broker.
- FFS members will arrange for transportation services through Nebraska Medicaid.

# NEMT PROVIDER NETWORK PARTICIPATION



# NE MEDICAID PROVIDER ENROLLMENT

**NEMT providers MUST be enrolled in Nebraska Medicaid to participate in the Heritage Health Plan networks**

- To begin the enrollment or re-enrollment process contact Maximus at 1-844-374-5022
- You can also visit their website:  
<https://www.nebraskamedicaidproviderenrollment.com/Account/Login.aspx?ReturnUrl=%2f>

\*Maximus will be managing all provider screening and enrollment functions for NEMT providers beginning 7/1/19



# PROVIDER PARTICIPATION

## **471 NAC 27-007**

To participate in the Nebraska Medicaid Program, providers of NET services shall fully meet all applicable local, state, and federal laws and regulations governing the provision of their services.

For further detail regarding these requirements please review 471 NAC 27-008 of the Nebraska Medicaid Rules and Regulations: [http://www.sos.ne.gov/rules-and-regs/regsearch/Rules/Health\\_and\\_Human\\_Services\\_System/Title-471/Chapter-27.pdf](http://www.sos.ne.gov/rules-and-regs/regsearch/Rules/Health_and_Human_Services_System/Title-471/Chapter-27.pdf)

# HERITAGE HEALTH NETWORK PARTICIPATION

## **Do I need to contract with all three of the Heritage Health plans?**

- ❑ You are not required to have an agreement with all three; however, contracting with all three health plans will ensure your entity can provide services to any Medicaid Heritage Health member.

## **NEMT Providers should contact the Heritage Health Plans to begin the credentialing and contracting process with the NEMT vendors:**

- ❑ **Nebraska Total Care:** 1-844-385-2192
- ❑ **UnitedHealthcare Community Plan:** 1-866 331-2243
- ❑ **WellCare of Nebraska:** 1-855-599-3811



# 471 NAC 27-002

## CRITERIA FOR COVERED NEMT SERVICES

**Medicaid covers the most appropriate NET services necessary to obtain Nebraska Medicaid-coverable services when one of the following criteria is met:**

1. Client does not own or does not have access to a working licensed vehicle;
2. Client does not have a current valid driver's license;
3. Client is unable to drive due to a documented physical, cognitive, or developmental limitation;
4. Client is unable to travel or wait by him/herself due to a documented physical, cognitive, or developmental limitation; or
5. Client is unable to secure free transportation\* as defined in this chapter.

**\*Free Transportation:** An appropriate mode of transportation that can be secured by the client without cost or charge, including the client's personal vehicle or through access to a vehicle in the household that is owned by a legally responsible individual for the client.

# 471 NAC 27-003

## NON-COVERED NEMT SERVICES

1. **Transportation to obtain services not coverable by Nebraska Medicaid**
2. **Transportation for clients residing in nursing facilities or intermediate care facilities for persons with developmental disabilities (ICF/DD), except circumstances outlined in 471 NAC 27-002.01**
3. **Transportation of family members to visit a hospitalized or institutionalized member**
4. **Transportation to a Durable Medical Equipment (DME) provider that provides a delivery service that can be accessed at no cost to the client, in addition to the delivery of DME products in lieu of transporting the client**
5. **Transportation for Medicaid covered services provided in the client's home** such as personal care, home health, etc.
6. **Transportation to a pharmacy that provides a delivery service that can be accessed at no delivery cost to the client, with the exception of a new prescription requiring immediate use not otherwise reasonably accessible to the client; in addition to the delivery of pharmacy products in lieu of transporting the client**
7. **Transportation to a hospital emergency room**
8. **Client-provided transportation utilizing his/her own personal vehicle**
9. **Wait times**
10. **Services provided by Department staff or a legally responsible individual for the client**
11. **No shows**

# WHO WILL HERITAGE HEALTH MEMBERS CONTACT TO SCHEDULE NEMT FOLLOWING THE CARVE-IN?

**Beginning July 1, 2019**, Medicaid Managed Care members will contact their Heritage Health plan at the member services phone number, when seeking to utilize the NEMT service.

Health Plan	Transportation Company	Member Services Phone Number
Nebraska Total Care	MTM	844-385-2192
United Healthcare	National MedTrans	800-641-1902
WellCare	Intelliride	855-599-3811

**\*\*Coverage of transportation services must be preauthorized before beneficiaries receive transportation.\*\***



# WHO WILL NE MEDICAID FFS MEMBERS CONTACT TO SCHEDULE NEMT FOLLOWING THE CARVE-IN?

Fee-for-service members will contact Nebraska Medicaid Eligibility when seeking to utilize the NEMT service:

- ❑ Lincoln local numbers: 402-473-7000
- ❑ Omaha local numbers: 402-595-1178
- ❑ All others: 1-855-632-7633

**\*\*Coverage of transportation services must be preauthorized before beneficiaries receive transportation.\*\***

# HELPFUL LINKS

**Heritage Health Website:** <http://dhhs.ne.gov/Pages/Heritage-Health-Contacts.aspx>

**Nebraska Medicaid Rules and Regulations:** <http://dhhs.ne.gov/Pages/Medicaid-Rules-and-Regulations.aspx>

**Nebraska Medicaid Provider Bulletins:** <http://dhhs.ne.gov/Pages/Medicaid-Provider-Bulletins.aspx>

**Nebraska Medicaid Provider Enrollment:** <http://dhhs.ne.gov/Pages/Medicaid-Provider-Screening-and-Enrollment-Requirements.aspx>

**MAXIMUS Provider Web Portal:**

<https://www.nebraskamedicaidproviderenrollment.com/Account/Login.aspx?ReturnUrl=%2f>



# Questions?

Please contact Medicaid staff via email at  
[DHHS.MedicaidNEMT@nebraska.gov](mailto:DHHS.MedicaidNEMT@nebraska.gov)