

## NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

Nebraska Medicaid currently pays for the Non-Emergency Medical Transportation (NEMT) benefit outside of the Heritage Health program. Effective **July 1, 2019**, NEMT will be carved in to the Heritage Health program.

### WHAT IS 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 or therapy appointments. Transportation for an emergency situation is a separate service.

### WHO CAN RECEIVE THE NEMT SERVICE?

NEMT is available to Medicaid members who do not have access to reliable transportation, such as a working vehicle or a driver's license. NEMT can also be provided to those who cannot drive or secure free transportation.

### WHAT DOES THE CARVE-IN MEAN?

Currently, Medicaid contracts with IntelliRide who is the broker for the NEMT service. IntelliRide arranges the 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, so this service is integrated with the physical health, behavioral health and pharmacy services.

### WILL NEMT REQUIREMENTS CHANGE AFTER THE CARVE-IN?

No. Those who qualify to receive the NEMT service will not change. The difference will be the Heritage Health plans will arrange for the transportation through their broker.

### WHY DID MEDICAID DECIDE TO CARVE NEMT IN TO HERITAGE HEALTH?

By allowing the Heritage Health plans to arrange transportation, members will further benefit from coordinated and integrated care. Care coordination across Medicaid services can help members manage chronic conditions and stay healthy.

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

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

- Nebraska Total Care members will have NEMT arranged by Medical Transportation Management (MTM)
- UnitedHealthcare Community Plan members will have NEMT arranged by National MedTrans.
- WellCare members will have NEMT arranged by IntelliRide.

### WHO SHOULD MEMBERS CONTACT TO SCHEDULE NEMT FOLLOWING THE CARVE-IN?

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