UnitedHealthcare®
Community Plan

NATIONAL MEDTRANS

Who is National MedTrans?

Introduction

We Are…

UnitedHealthcare Community Plan

Mission

Helping people live healthier lives and helping make the health system work better for everyone.

Vision

Be the most trusted name in healthcare.

Consumers

Deliver simplicity and earn trust.

Community Care System

Be a catalyst for person-centered, community-based health transformation.

State Partners

Be the recognized leader in delivering person-centered, community-based health transformation.

Our Mission

Connecting Members to Better Health

NATIONAL MEDTRANS

National MedTrans was founded in 2005 in NYC, and became a wholly owned subsidiary of UnitedHealth Group Incorporated in 2017. Our sole focus is managing non-emergency medical transportation (NEMT) benefits.

What does this mean? It means we coordinate NEMT for individuals who do not have an alternative means to get to their medical appointments. Be it by livery sedan, mass transit, or wheelchair van, we ensure that our members receive quality and timely services and with the appropriate mode of transportation.

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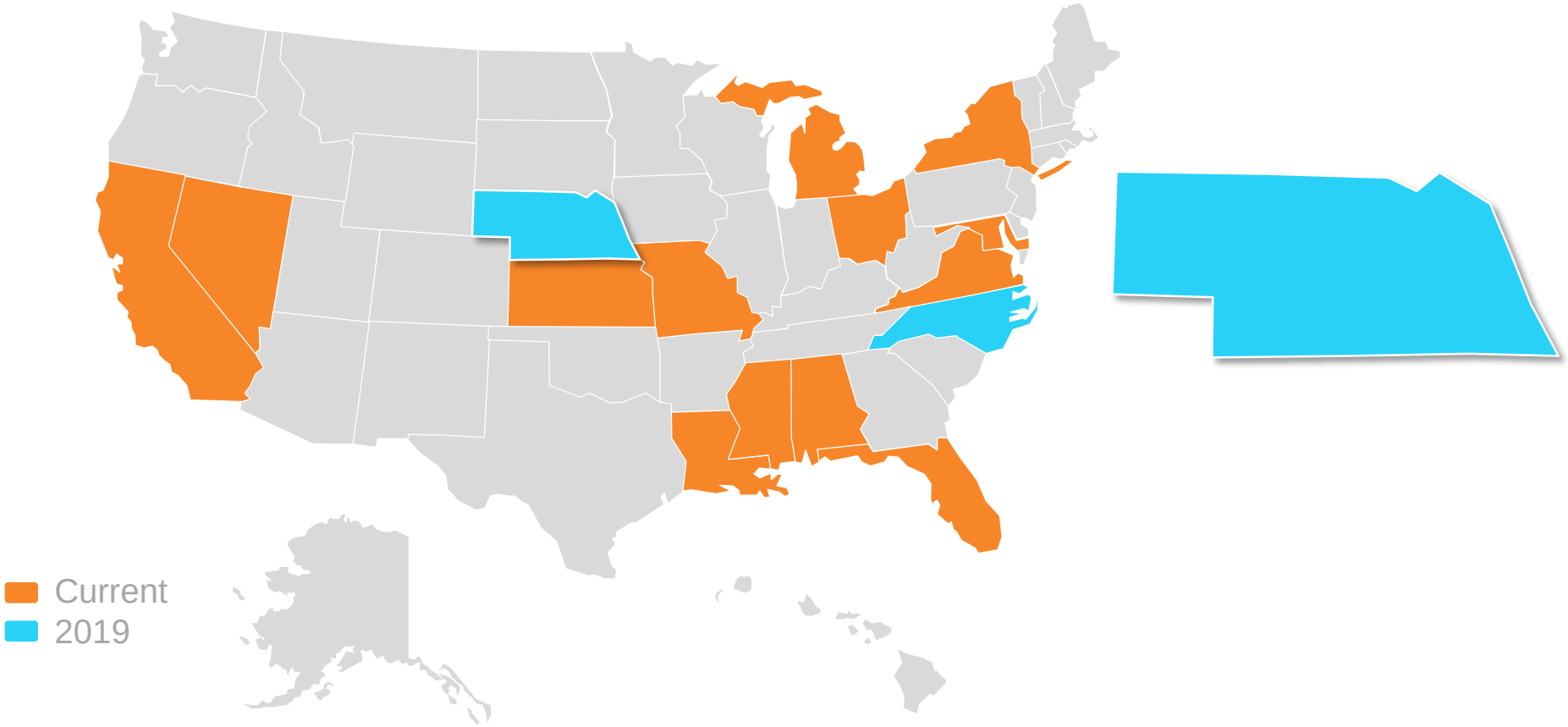
Medicaid	Medicare	MLTC	Specialty
1,576,259 Lives	305,865 Lives	124,484 Lives	918,565 Lives

*As of April 2019. Specialty includes: PACE, Duals, SNP

4.3M calls per year | **7.9M trips per year** | **Geography based dispatch** | **7 languages**



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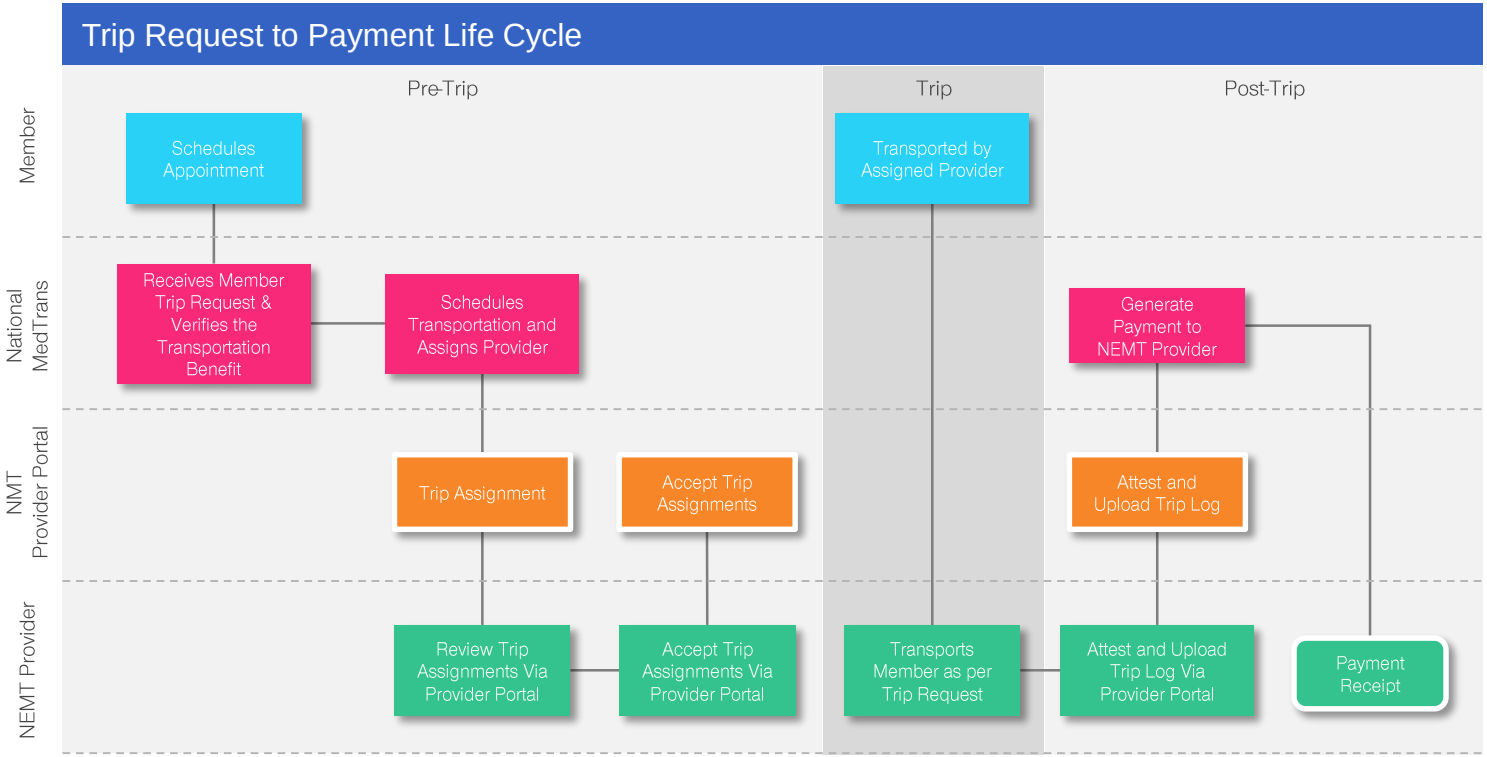
Trip Scheduling Life-Cycle

TRIP LIFE-CYCLE



1. Member can schedule trip request by contacting National MedTrans trip request line, *as demonstrated above*
2. Member can schedule trip request via National MedTrans member portal
3. Member can schedule trip request directly with transportation provider, as approved, trained and setup by National Medtrans

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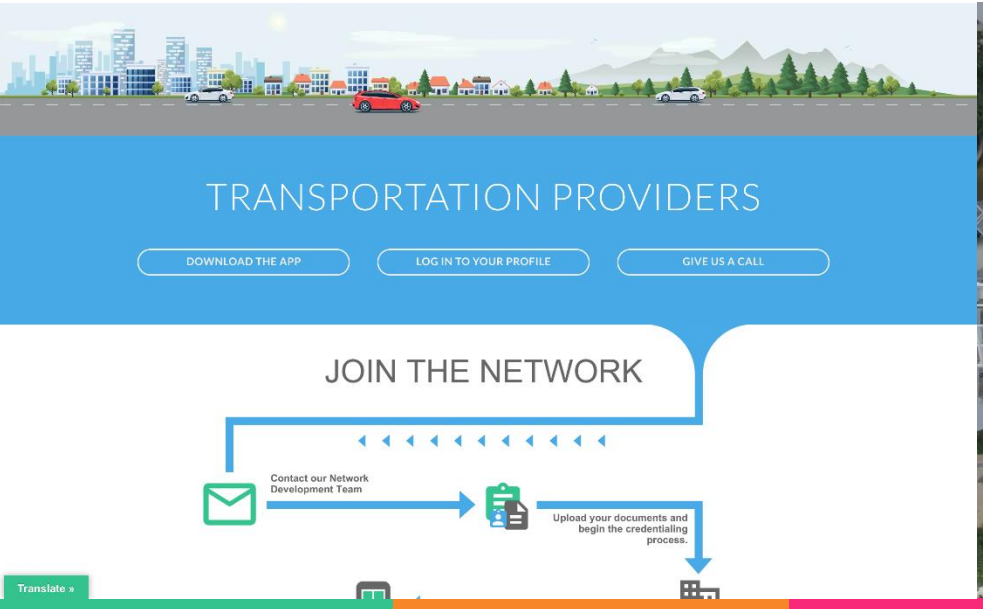
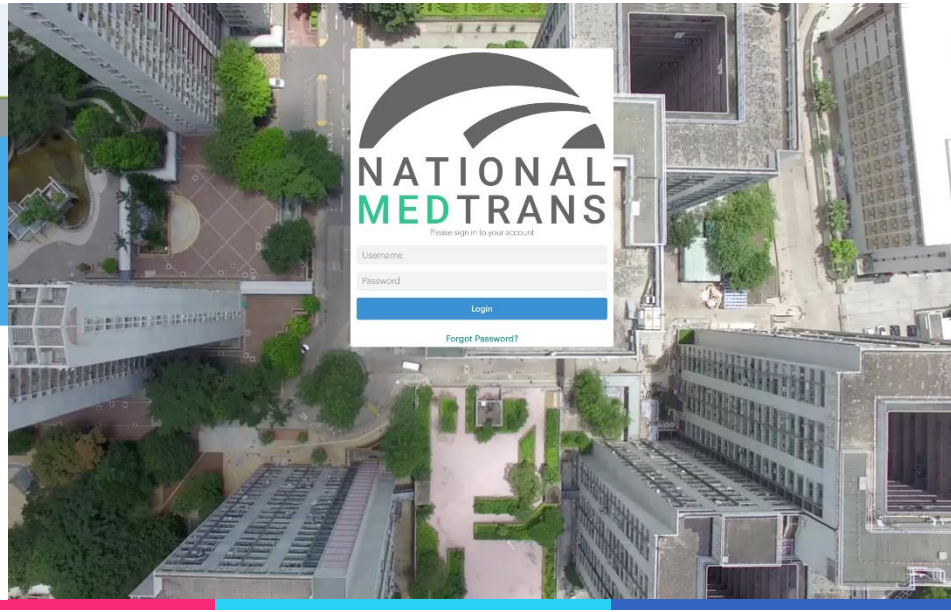
High level glance into the Provider Portal





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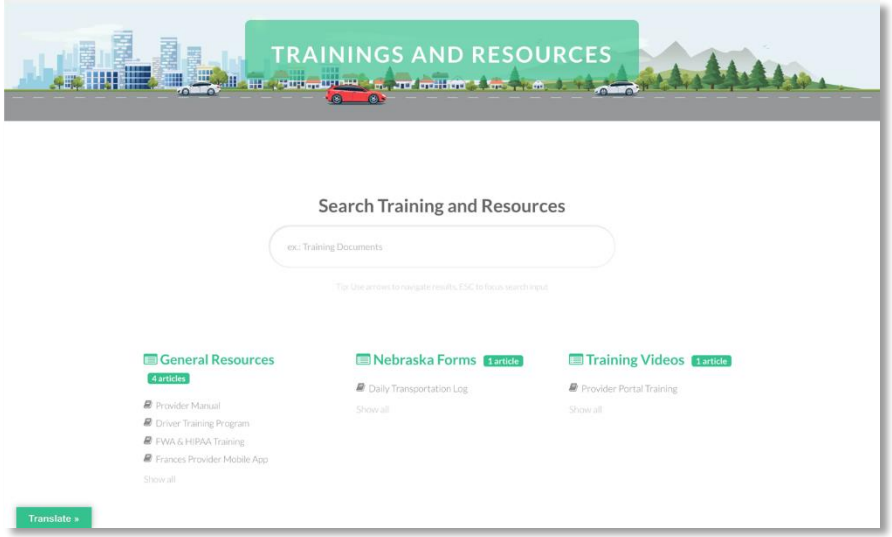
The Provider Portal

ONLINE TRAINING AND RESOURCES

- Provider Manual
- Trip Scheduling
- Trip Logs
- Provider Portal Training Videos
  - Accept & Reject Trips
  - Appeals
  - Attestation
  - EOP
  - Manifest
  - Marketplace



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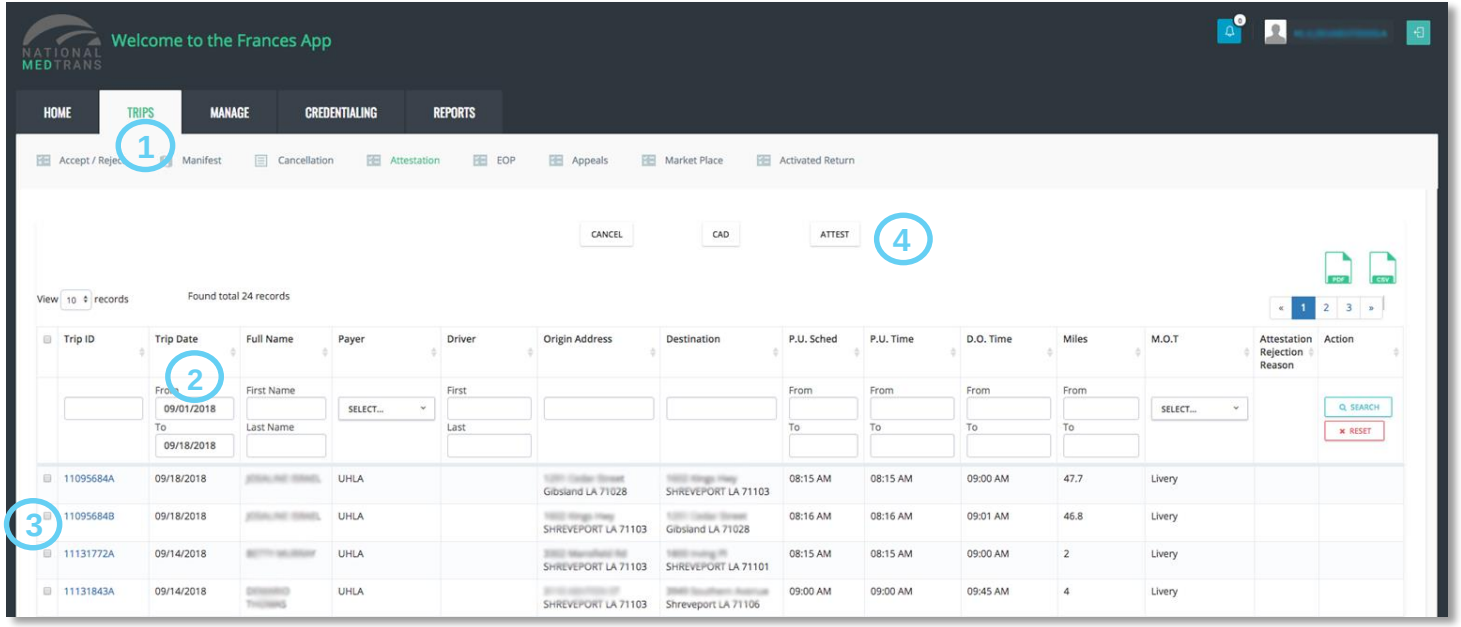
Attesting Trips

1. Access Trip Tab
2. Select Date Range
3. Select Trips (attest for an individual driver)
4. Attest



Attestation is driver specific. Attest for trips for each driver separately.

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Trip Log

Required Fields:

- Recipient's (Member) name
- Recipient's Medicaid number
- Recipient's address
- Destination
- Departure date and time
- Arrival time
- Driver's name
- Comments regarding the trip
- Vehicle number
- Driver/Member signatures

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Non-Emergency Medical Transportation Log

Provider Name(Company Name): _____

Dates Of Service: _____

Driver/Escort Name (as it appears on driver's license) _____

Vehicle Identification _____

Member Name & Trip #	Pick-up Address (Include City)	Destination (Include City)	Pick-up Time (In Military Time)	Drop-off Time (In Military Time)	Driver's Signature	Member's Signature	Name of Accompanying Adult or Escort

Driver's Comments:

_____

*Driver/Escort Signature:*_____*Date:*_____

*Parent/Guardian Signature (if applicable):*_____*Date:*_____

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Thank you!