

# PROVIDER BULLETIN

No. 12-19

April 23, 2012

TO: Medicaid and Long-Term Care Public and Commercial Transportation Providers

FROM: Vivianne M. Chaumont, Director   
Division of Medicaid & Long-Term Care

BY: Courtney Miller, Transportation Program Coordinator

RE: Changes to non-emergency transportation services for Physical Health Managed Care

Effective **July 1, 2012**, Medicaid will implement changes for accessing non-emergency transportation for clients enrolled in Physical Health Medicaid Managed Care. American Medical Response/Access2Care (AMR/A2C), the Medicaid Non-Emergency Transportation Broker, will begin serving managed care clients in addition to the Medicaid Fee-for-Service clients.

Clients enrolled in the Coventry Nebraska and Share Advantage health plans will receive a mailing from DHHS in May regarding this change. In June, clients will receive an additional mailing from the Physical Health Managed Care plan with a brochure for AMR/A2C to inform clients of how to request transportation.

Beginning July 1, 2012, all Physical Health Managed Care clients will call AMR/A2C to request non-emergency medical transportation for their medical services. Managed Care clients will not have non-emergency transportation arranged through their health plan.

For questions regarding the information in this bulletin, please contact Courtney Miller at [courtney.miller@nebraska.gov](mailto:courtney.miller@nebraska.gov) or 402-471-9530.