

## **Fee For Service Non-Emergency Medicaid Transportation** **Frequently Asked Questions**

The Virginia Department of Medical Assistance Services (DMAS) is the agency that administers Medicaid and the State Children's Health Insurance Program (CHIP) in Virginia. Fee-for-Service (FFS) Non-Emergency Medicaid Transportation (NEMT) is a benefit included in most but not all Medicaid programs.

Many common NEMT FFS transportation questions can be answered by reviewing the frequently asked questions below.

- Q. Who is eligible for FFS Non-Emergency Medicaid Transportation (NEMT)?**
- A. FFS Non-Emergency Medicaid Transportation is for eligible members who need transportation to a Medicaid paid service and who are not enrolled in a Medicaid Managed Care Organization (MCO).
- Q. If I am enrolled in a Medicaid Managed Care Organization (MCO), do I have transportation benefits?**
- A. You may be entitled to transportation from your MCO plan. Some of the information on this website does not apply to MCO transportation. Refer to your MCO benefit handbook or contact your MCO plan for an explanation of transportation benefits. The DMAS link to MCO information:  
[http://dmasva.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://dmasva.dmas.virginia.gov/Content_pgs/mc-home.aspx)
- Q. What is Non-Emergency Medicaid Transportation (NEMT)?**
- A. Non-Emergency Medicaid Transportation is pre-scheduled, pre-authorized and medically necessary transportation to Medicaid-paid services such as medical appointments, waiver programs and dialysis.
- Q. What does medically necessary transportation mean?**
- A. Medically necessary transportation is defined as the most appropriate level or type of vehicle that can safely be provided to the member. NEMT levels of service include taxi (including sedans and mini-vans), non-emergency ambulance, stretcher van and wheelchair van. You may also have three alternatives: fixed-route public transportation, mileage reimbursement or Volunteer Driver.
- Q. What information do I need to schedule transportation?**
- A. You will need your Member Medicaid ID number, date of birth, name of doctor or facility, the scheduled pick up address, destination address, treating facility's phone number, date and time of appointment, and return time.
- Q. What are the requirements to receive non-emergency Medicaid transportation (NEMT)?**
- A. Transportation is provided for Medicaid members who have no other means of transportation to a Medicaid-paid service. In case of a life-threatening emergency, call 9-1-1.

Oct. 2011

DMAS Approval Signature: \_\_\_\_\_ Date Approved: \_\_\_\_\_

**Q. How can I make a reservation?**

A. You can make a reservation on this website or call the NEMT reservation line at 1-866-386-8331 at least five (5) business days prior to the scheduled medical appointment. (Verifiable urgent trips, like a follow-up appointment or sudden, non-life threatening illness, may be reserved with less than five (5) business days' notice.) Please have your Medicaid ID number and the necessary appointment information ready.

**Q. What if I need to go to the pharmacy after my medical appointment?**

A. If you usually go to the pharmacy after your medical appointment, please request the trip to the pharmacy at the same time you make your transportation reservation to your medical appointment. If you find out at the medical appointment you need to go to the pharmacy, you must contact LogistiCare immediately at 1-866-386-8331. Request that a pharmacy stop be added to your return trip. You will need to give the name and address of your pharmacy.

**Q. How is the type of transport determined?**

A. LogistiCare will ask you about your health condition and physical limitations in determining the most appropriate type of transportation.

**Q. What does Ambulatory mean?**

A. Ambulatory is defined as

- able to walk , or
- able to walk with the assistance of a walker or other device; or
- able to transfer from a wheelchair to a vehicle without assistance, and able to stand and pivot without assistance

**Q. Define Wheelchair Van?**

A. A wheelchair van is a motorized vehicle equipped specifically with a certified wheelchair lift, and wheelchair securement system designed or adapted to safely carry passengers in manual or electric wheelchairs and other mobility devices. Wheelchair van services can only be used in non-emergency transportation. They are limited to use by members who can sit upright, to members without acute medical problems that require them to remain in a horizontal position, and by members who use a mobility device.

**Q. Define Ambulance?**

A. Ambulance, as defined by *Code of Virginia §32.1-111.1*, means any vehicle, vessel or craft that holds a valid permit issued by the Virginia Department of Health, Office of Emergency Medical Services (OEMS) and that is specially constructed, equipped, maintained and operated, and intended to be used for emergency medical care and the transportation of patients who are sick, injured, wounded, or otherwise incapacitated or helpless. The word "ambulance" may not appear on any vehicle, vessel or aircraft that does not hold a valid EMS vehicle permit. **LogistiCare only provides non-emergency ambulance transportation.**

**Q. Define Stretcher-van?**

A. A Stretcher-van is similar to a wheelchair van but it is designed to transport a passenger on a stretcher. It is used when a passenger must be transported in a prone position but does not need the medical services of an ambulance. Stretcher-van service does not provide emergency medical transport and does not include any medical monitoring, medical aid, medical care or medical treatment during transport. It requires a crew of two people on board to safely load and unload the stretcher.

- Q. How much notice is needed to schedule transportation to an appointment?**
- A. Transportation for a routine appointment must be requested five (5) business days in advance. The day of the request does not count as one of the five days. The day of the appointment does count.
- Q. What information is needed to make a reservation?**
- A. You will need the following information to complete the reservation:
1. Member's full name,
  2. Member's 12-digit Medicaid number,
  3. Street address of the residence or specific building name such as "701 3<sup>rd</sup> Street, ABC Apartments, #303) where the member is to be picked up
  4. Street address of the specific destination where the member appointment will occur such as University Hospital, Jefferson Building, 1200 N 4<sup>th</sup> Street, Room 711.
  5. Transportation reservations may be taken with less than a 5-day notice if they are of an urgent nature, which will be verified with the physician's office.
- Q. What is an Urgent trip?**
- A. Urgent reservations are defined as a trip to treat a sudden illness or other medical condition that is not life threatening but the member's doctor or other healthcare professional wants to see the member in less than a five (5)-day notice. For example, a baby wakes up with a serious cold or and adult has an infection. Urgent care reservations are not for routine appointments or appointments where the member failed to notify LogistiCare to arrange transportation.
- Q. What are examples of Urgent trips?**
- A. Examples of such trips are follow-up appointments within five days, appointments deemed "urgent" by the physician, urgent MRI or CT Scan ordered by a physician, wound care, chemotherapy and radiation therapy. LogistiCare will verify the urgency with the physician's office.
- Q. Does LogistiCare contact doctors, facilities, or agencies to verify appointments?**
- A. Yes, all Medicaid-paid services are subject to verification or service authorization prior to transport.
- Q. What if the member has a request for an emergency trip?**
- A. Emergency ambulance trips are **not** arranged through LogistiCare. If an emergency ambulance trip is needed, 9-1-1 should be called.
- Q. What are examples of emergencies?**
- A. Examples are sudden life threatening medical situations, significant trauma, comas, shock, uncontrolled bleeding, respiratory distress, poisoning, drug overdose and any situation where immediate medical treatment is necessary.
- Q. If I have scheduled transportation and the appointment has been canceled or I have decided not to attend, what should I do?**
- A. To cancel a trip, notify LogistiCare immediately by calling the "**Ride Assist**" line for your area. The number to the "Ride Assist" line is listed below. If you do not cancel the trip early enough, the provider will not be paid for the trip. However, the transportation provider can file a "Rider No-Show" complaint against you if you did not cancel.

**Q. What should I do when transportation has been scheduled and no transportation provider arrives to transport the member to the medical appointment?**

A. A member's transportation becomes "late" 15 minutes after the scheduled pickup time. Call the appropriate "Ride Assist" line and file a "Provider Late" complaint. Ride Assist can call the provider about the delay or try to find another provider for your trip.

**Q. What is the "Ride Assist" phone number for my area?**

A. The Ride Assist" phone number is listed below:

Virginia Medicaid	Region 1	Norton	866-246-9979
Virginia Medicaid	Region 2	Forest	866-586-0255
Virginia Medicaid	Region 3	Richmond	800-742-9758
Virginia Medicaid	Region 4	Norfolk	866-966-3326
Virginia Medicaid	Region 5/6	Charlottesville	866-973-3310
Virginia Medicaid	Region 7	Herndon	866-707-3761

**Q. What if I don't know what region I am in?**

A. Please refer to the chart below. In order to determine the region you are in, find the city or county in which you live and refer to the region number at the top of the column.

Cities and Counties By Region													
Region 1		Region 2		Region 3		Region 4		Region 5		Region 6		Region 7	
FIPS Code	City/ County	FIPS Code	City/ County	FIPS Code	City/ County	FIPS Code	City/ County	FIPS Code	City/ County	FIPS Code	City/ County	FIPS Code	City/ County
021	Bland	005	Alleghany	007	Amelia	001	Accomack	003	Albemarle	015	Augusta	510	Alexandria
052	Bristol	009	Amherst	025	Brunswick	550	Chesapeake	033	Caroline	017	Bath	013	Arlington
027	Buchanan	011	Appomattox	018	Buckingham	057	Essex	540	Charlottesville	530	Buena Vista	610	Falls Church
035	Carroll	515	Bedford City	036	Charles City	620	Franklin City	047	Culpeper	043	Clarke	600	Fairfax City
051	Dickenson	019	Bedford County	041	Chesterfield	073	Gloucester	061	Fauquier	069	Frederick	059	Fairfax County
640	Galax	023	Botetourt	570	Colonial Heights	650	Hampton	065	Fluvanna	660	Harrisonburg	107	Loudoun
077	Grayson	031	Campbell	049	Cumberland	093	Isle of Wright	630	Fredericksburg	091	Highland	683	Manassas City
105	Lee	037	Charlotte	043	Dinwiddie	095	James City County	079	Greene	678	Lexington	685	Manassas Park
720	Norton	560	Clifton Forge	595	Emporia	097	King and Queen	099	King George	139	Page	153	Prince William
167	Russell	580	Covington	075	Goochland	101	King William	109	Louisa	163	Rockbridge		
169	Scott	045	Craig	081	Greensville	107	Lancaster	113	Madison	165	Rockingham		
173	Smyth	590	Danville	085	Hanover	115	Mathews	125	Nelson	171	Shenandoah		
185	Tazewell	063	Floyd	087	Henrico	119	Middlesex	137	Orange	790	Staunton		
191	Washington			670	Hopewell	700	Newport News	157	Rappahannock	187	Warren		
195	Wise			011	Lunenburg	710	Norfolk	177	Spotsylvania	820	Waynesboro		
197	Wythe			117	Mecklenburg	131	Northampton	179	Stafford	840	Winchester		
				127	New Kent	133	Northumberland						
				135	Nottoway	735	Poquoson						
				730	Petersburg	740	Portsmouth						
				145	Powhatan	159	Richmond County						
				147	Prince Edward	175	Southampton						
				149	Prince George	800	Suffolk						
				760	Richmond	810	Virginia Beach						
				181	Surry	193	Westmoreland						
				183	Sussex	830	Williamsburg						
						199	York						

**Q. What happens if I don't know what time the appointment will be over and no time is arranged in advance for the return ride?**

A. Your return trip can be scheduled as a "Will Call". You will use the same "Ride Assist" phone number listed above. Once the appointment is finished, you or someone at the medical facility will call the "Ride Assist" phone number and request transportation to be sent to pick you up. The transportation provider will be dispatched and will have up to 45 minutes to arrive.

**Q. What if I have a complaint about a transportation service?**

A. For questions, complaints or concerns, please call your region's "Ride Assist" line and speak with a customer service representative.

- Q. Is there a number for the deaf and hard of hearing members?**
- A. Yes, members who are deaf and hard of hearing can dial 7-1-1 or use your preferred Relay Service to reach us at 1-866-386-8331 or TTY 1-866-288-3133.
- Q. Can a member ask for a preferred transportation provider?**
- A. Medicaid members do not have the freedom of choice to choose their transportation provider. A request can be made and will be noted by LogistiCare. However, LogistiCare reserves the right to utilize a different transportation provider consistent with the transportation needs of the member.
- Q. Who can call for transportation reservations?**
- A. Transportation can be arranged by you, your representatives (such as family, friends, or case manager) or your Medical service provider.
- Q. What is the requirement for minors traveling alone?**
- A. Minors age 17 and under must be escorted by a parent, guardian, relative or friend. The escort must be age 18 or over unless it is the parent. Minors 17 and under may travel alone to certain after-school Medicaid-paid programs services if a Consent and Release of Liability Form signed by the parent or guardian is on file with LogistiCare. Please contact the Utilization Review Department at 1-866-386-8331 for more information.
- Q. Where do I get the Consent and Release of Liability Form?**
- A. Please refer to the Consent and Release of Liability Form found on this website on the download navigator.
- Q. Who can sign the Consent and Release of Liability Form?**
- A. The Consent and Release of Liability Form must be signed by the parent or legal guardian of the minor.
- Q. What is an Escort?**
- A. An escort is a family member, friend or facility employee who accompanies a Medicaid member (any age) for the entire trip and stays with the member at the destination. LogistiCare is not responsible for providing escorts. There is no charge for an escort to ride with the member. Please let LogistiCare know an escort is riding with the member at the time of calling in your reservation.
- Q. What is a transportation attendant?**
- A. A transportation attendant accompanies a member or a group of members during transport only. The attendant is on the vehicle to ensure the safe operation of the vehicle and the safety of the members. The attendant is employed by the transportation provider. The attendant is not a medical professional and cannot provide any medical services. A transportation attendant will be provided for a member or a group of members when it is necessary for the safety of the member(s), to ensure timeliness of the trip and to reduce behavioral problems en route. Attendant requests need to be approved through LogistiCare's Utilization Review Department (URD) before transport. Please call URD at 1-866-386-8331 for assistance.
- Q. Who can request an attendant for a member?**
- A. Requests for an attendant will be accepted from a qualified assessor, such as the member's parent or guardian, the member's case manager or social worker.

At the time of the request, an Attendant Care Eligibility Assessment form must be completed and faxed to LogistiCare's Utilization Review/Facility Department at 866-907-1491.

**Q. Where do I get the Attendant Care Eligibility Assessment form?**

A. You will find the Attendant Care Eligibility Assessment Form on this website on the download navigator.

**Q. Can an attendant stay with a Medicaid member for a Medicaid paid service such as a doctor appointment?**

A. No, attendants are for the safety of members while riding the vehicle only. However, the member can have an escort ride for free. When the transportation reservation is called in make sure and tell the customer service representative you have an escort riding as well.

**Q. What is a Volunteer Driver?**

A. LogistiCare coordinates volunteer drivers to transport Medicaid members to and from their Medicaid covered service anywhere in Virginia. A Volunteer Driver is someone who is willing to share their time and vehicle to help meet the transportation needs of their community. The Volunteer Driver provides NEMT for local and long distance trips and receives mileage reimbursement.

**Q. What are the requirements to be a Volunteer Driver?**

A. The requirements are:

- a. At least 18 years of age
- b. Current and valid driver's license
- c. Good driving record
- d. Criminal background check and drug screen
- e. Liability automobile insurance coverage
- f. A LogistiCare-inspected automobile which is safe and in roadworthy condition. The vehicle will have a LogistiCare sticker on the passenger side back window.
- g. Passenger assistance Training

Note: Volunteer Drivers have the same requirements as regular transportation provider's drivers.

**Q. What are the benefits of a Volunteer Driver?**

A. Reimbursed at a rate of \$0.50 per traveled mile, personal satisfaction of helping others, FREE Emergency Kit, LogistiCare driver training, etc.

**Q. Who do I contact to be a Volunteer Driver?**

A. To become a Volunteer Driver you can contact a LogistiCare Volunteer Coordinator at (866) 810-8305 ext. 630.

**Q. What is the Mileage Reimbursement program?**

A. Mileage Reimbursement pays a member's friend, neighbor or relative at a rate of at least \$0.40 per mile or more from the member's residence to the Medicaid paid service and the return trip home. Mileage Reimbursement trips must be pre-authorized by LogistiCare **before** transport. LogistiCare assigns a unique trip number to the reservation. The trip number is needed to receive any reimbursement.

**Q. How can a friend or family member receive mileage reimbursement for driving me to my Medicaid appointments?**

A. Prior to the trip, call LogistiCare to schedule the transportation. When scheduling mileage reimbursement trips, you will need the name of the person who will be transporting the member as well as their telephone number and mailing address.

**Q. How will the mileage reimbursement driver be paid?**

A. In order to be reimbursed, a Mileage Reimbursement Trip Log will need to be completed. The physician's office must sign the trip log. The payee will mail the completed signed trip log to LogistiCare's Claims Department for processing. You still need to call LogistiCare **before** the trip(s) is made to get a trip number for the trip log. If you fail to call in ahead of time, you will not receive reimbursement.

**Q. How do I get a copy of the Mileage Reimbursement Trip Log?**

A. You will find the Mileage reimbursement Trip Log on this website on the download navigator. Contact LogistiCare **before** transporting to receive prior approval and trip number for reimbursement. The trip number is required for reimbursement.

**Q. When will a Mileage Reimbursement trip be paid?**

A. The check will be issued three (3) to four (4) weeks after LogistiCare's receipt of the properly completed Mileage Reimbursement Trip Log.

**Q. If my scheduled Medicaid appointment is near a bus line (Public Transportation), can I take the bus?**

A. Yes

**Q. How does a member arrange Public Transportation?**

A. Call the LogistiCare reservations line at 866-386-8331 at least five (5) days before the scheduled medical appointment. This allows for proper delivery of the bus tokens, tickets, swipe cards or passes. Please tell the customer service representative the member will be using public transportation.

**Q. Who do I call if I have not received the bus tickets?**

A. Please call LogistiCare's Transportation Coordinator toll free at 866-810-8305 Ext. 608.

**Q. Is there a Medicaid User's Guide for Medicaid Transportation?**

A. Yes. A copy can be accessed on this website on the download navigator.

**Q. Can I obtain NEMT program information in a non-English Language?**

A. Yes, please call LogistiCare at 866-386-8331 to request a translator for the language you speak.

