

# Department of Medical Assistance Services

## Non-Emergency Medical Transportation (NEMT) Provider Enrollment

The State of Virginia Department of Medical Assistance Services (DMAS) Non-Emergency Medical Transportation (NEMT) programs are managed by transportation brokers or internal transportation services. At this time, you do not enroll with DMAS directly for Fee For Service (FFS) or Managed Care Organization (MCO) NEMT programs.

### Fee For Service NEMT

DMAS contracts with ModivCare (formerly LogistiCare) as the transportation broker for the FFS NEMT program. ModivCare (formerly LogistiCare) enrolls Providers, Volunteer Drivers, trains drivers, inspects vehicles, negotiates contracts and rates, assigns trips, and pays providers for transporting FFS Members. ModivCare (formerly LogistiCare) will go over all requirements for provider and driver enrollment. ModivCare (formerly LogistiCare) Provider Enrollment Unit contact information is listed below. [Find the list of FFS NEMT Driver, Attendant, and Vehicle Requirements at the DMAS website.](#)

### Managed Care Organization NEMT

Medicaid Members can be enrolled in one of six MCOs under either the Medallion 4.0 or Commonwealth Coordinated Care Program (CCC Plus) or the FFS program mentioned above. Each MCO has a contracted transportation broker or an internal transportation service that manages transportation services. Each of these brokers have provider and driver enrollment requirements similar, if not the same as the FFS NEMT program. Each broker or internal transportation service enrolls providers, trains drivers, inspects vehicles, negotiates contracts and rates, assigns trips, and pays providers for transporting MCO Members. Each MCO broker will go over all requirements for provider enrollment.

### Transporting FFS and MCO Medicaid Members

You must enroll with the broker(s) or MCO internal transportation service in order to transport Medicaid Members. The broker(s) basically preauthorizes all NEMT services for the Member. Members can request a provider when calling in transportation reservations but transportation brokers are under no obligation to assign a provider the member requests. Transportation providers are assigned trips by the broker. FFS and MCO Transportation Broker contacts are listed below.

### DMV Requirement

DMV requires NEMT providers to have proper operating authority and licensed vehicles before transporting Medicaid Members. Please go to the DMV web site and look up irregular route "For Hire" or NEMT license requirements. [Find DMV information on proper licensing at the DMV website.](#) NEMT Brokers may require additional insurance that is more than DMV's requirement when enrolling in the FFS or MCO NEMT programs.

### NEMT Transportation Broker Contacts

MCO	NEMT Transportation Broker	Transportation Provider Enrollment Telephone Number
<b>Aetna</b>	ModivCare (formerly LogistiCare)	866.810.8305 ext 2645
<b>Anthem</b>	Access2Care	804.873.5200; 804.873.0596; 804.473.0249; 804.426.2203 Email: S_A2CVirginiaProvider@gmr.net
<b>Optima</b>	Southeastrans, Inc.	844.856.7907
<b>Magellan</b>	Veyo	804.823.7801
<b>United HealthCare</b>	ModivCare (formerly LogistiCare)	866.810.8305 ext 2645
<b>Virginia Premier</b>	Southeastrans (eff 3/1/2021)	844.856.7907
<b>DMAS Fee For Service</b>	ModivCare (formerly LogistiCare)	866.810.8305 ext 2645, Volunteer Drivers x2630