

# **Member Handbook Non-Emergency Medicaid Transportation (NEMT)**

## **Member Handbook**

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## Introduction

**Non-Emergency Medical Transportation (NEMT)** is transportation of a FFS Medicaid member to a non-emergency Medicaid-covered service. NEMT is not used for emergency transportation services. Members should dial 9-1-1 if immediate response is needed for emergencies or worsening conditions that threaten life or limb.

**Modivcare** is a transportation coordinating company contracted with the Virginia Department of Medical Assistance Services (DMAS) to manage Fee for Service (FFS) Non-Emergency Medicaid Transportation (NEMT) services.

Modivcare is committed to providing excellent customer service. We achieve this by fulfilling the following responsibilities:

- Provide internet access for requests for transportation services
- Provide toll-free telephone access for requests for NEMT services
- Provide 24-hour toll-free access to services for urgent trips on holidays, weekends and after business hours
- Take reservations 5 business days in advance
- Verify member's Medicaid eligibility
- Verify the member's appointment is for a Medicaid-covered service
- Use the most appropriate and cost-effective type of transportation
- Respond to transportation inquiries and requests in a timely manner
- Provide necessary interpreter services for telephone communication
- Document, research and respond to complaints in a timely manner
- Provide adequate notice to members of delays, alternative schedules or alternate pick-up arrangements

## NEMT Service

### *Transportation*

Modivcare will arrange the most appropriate type of transportation to and from Medicaid-covered service.

### *Mileage Reimbursement Program*

Members can choose to be transported by a family member or friend to their Medicaid covered service and have the driver receive gas reimbursement. More information on this benefit can be found on page 12 of the handbook.

### *Public Transit*

Members that live near a bus line can request bus tickets/tokens to go to their Medicaid covered appointments. Bus tickets/tokens will be provided at no cost for an escort to accompany the member. Buses are wheelchair accessible. Call 1-866-386-8331 if bus tickets do not arrive within 7 days of the time of the request.

## NEMT Levels of Service

### *Ambulatory (Taxi)*

Members can get in and out of the vehicle independently. Common vehicles used for ambulatory service are minivans and sedans.

### *Wheelchair Van*

Members that are unable to safely transfer from the wheelchair into a vehicle will be transported in their wheelchair. All wheelchairs will be safely secured in the vehicle for all transports.

### *Van-Stretcher*

Members that need to be transported on a stretcher but do not require medical care or monitoring will be transported on a van-stretcher vehicle.

### *Stretcher (Non-Emergency Ambulance)*

Members that need to be transported on a stretcher and require medical care and monitoring will be transported on an ambulance.

## NEMT Member Level of Assistance

### ***Curb-to-Curb***

The driver is required to open the vehicle door and assists the member in and out of the vehicle at the curb. Drivers are to observe the member entering the treatment facility or residential site.

### ***Door-to-Door (medical necessity is required)***

The driver is required to assist the member to the door of the designated entrance of the pickup or drop off location. The driver is required to assist the member throughout the transport and to the door of the destination. Drivers are not to lose sight of their vehicle for door-to-door transports.

### ***Hand-to-Hand (medical necessity is required)***

The driver is required to receive the member from a person at the pick-up location and hand them off to a caregiver, or facility staff at the door of the drop off location. Drivers are not to lose sight of their vehicle for hand-to-hand transports.

## Scheduling NEMT Services

### *Routine Reservation*

Routine Reservations require a **5-business day** notice and can be scheduled by using one of the following methods:

- > **Reservations Line**- Call toll free at **(866) 386-8331**. Reservations can be made Monday through Friday between the hours of 6:00AM to 8:00PM.
- > **TTY Line** -Members Who Are Deaf and Hard of Hearing can dial 7-1-1 or Use Your Preferred Relay Service to Reach Us at: (866) 288-3133
- > **Language Translators** are available to assist you with your transportation needs
- > **Modivcare Trip Manager Mobile App**-Download the free App from iTunes or the Google Play Store. More information on this benefit can be found on page 12 of the handbook.
- > **Member Services Website**- Schedule trips online at <https://member.Modivcare.com>

### *Urgent NEMT Reservation*

Urgent NEMT Reservations do not require a 5-business day notice. Urgent requests can only be made through the Reservations line.

- > **Reservations Line**- Call toll free at **(866) 386-8331**. You can request an urgent reservation 24 hours a day, 7 days per week.
  - > Verification of the urgent nature of the appointment will be confirmed with the treatment facility.
  - > Same day urgent requests may take up to 3 hours for transportation to arrive.

## Required NEMT Reservation Information

When scheduling a NEMT reservation, you will need to have the information below to complete the reservation request. Be sure to provide the most current residential address and contact numbers when making the reservation.

- Member ID Number
- Member's date of birth
- Full physical street address and contact phone number for pick-up location
- Full physical street address and contact phone number for drop-off location
- Date and time of appointment
- Return time (time to be picked up from appointment location)
- Name of the doctor or department the member will be seeing
- Treatment reason
- Level of member assistance required
- Special needs or instructions on the best way to service the member
- Number of car seats that will need to be secured in NEMT vehicle
- Additional passengers (allowed to have 1 person accompany the member)

## NEMT Trip Reference Number

- Upon approval of the NEMT routine or urgent trip request, a trip reference number will be provided.
- Keep the trip reference number on hand as it contains all the details of the trip. If you do not have the trip number, it can be accessed from the Modivcare Member App or Modivcare Member Website.
- It is important to note that a trip reference number does not confirm the reservation has been assigned to a transportation company.

## Cancelling an NEMT Reservation

- Modivcare requires a 24-hour notice to cancel an existing reservation. If a 24-hour notice cannot be provided, cancel as soon as possible.
- NEMT reservations can be cancelled by contacting the Modivcare's Ride Assist line 24 hours a day, 7 days a week at **(866) 246-9979** or **through the Member App or Member Website**.
- If a driver arrives for a scheduled NEMT pickup, and the member did not cancel the reservation in advance, a no-show complaint against the member may be documented.



## Member Responsibilities

- **Be ready time**- Members should be ready for transport 15 minutes before the scheduled pick-up time.
- **Cancelling a reservation**-Members are required to cancel transportation with a 24-hour notice, or as soon as possible.
- **Pick up Location**-Members are required to be at the main entrance or door of the pickup location.
- **Return pickups**- Members should return to the same location where the NEMT driver dropped off for their return pick up.
- **Will call return trips**-Members are required to contact Modivcare and not the NEMT driver when they are ready for their return pick up.
- **Personal Items**-Members are responsible for all personal items. Personal items include but are not limited to medications, medical documents, and medical equipment. All baggage and other items must fit comfortably on the member's lap.
- **Child Car Seat or Booster Seat**- Member must provide their own child safety seat.
- **Additional Passengers** –A member can bring (1) additional person to accompany them. Notification of the additional passenger must be reported at the time the NEMT reservation is made for space to be reserved on the vehicle.
- **Special Needs** –When making the reservation request, let the CSR know the member has special needs such as behavioral issues during transportation, oxygen, IVS, or physical limitations preventing curb-to-curb service.
- **Appointment Reminder System**—Members are required to provide a correct phone number so the Appointment Reminder System can call the member and provide a reminder of their upcoming transportation reservation or advise of any scheduling/provider changes.
- **Mileage Reimbursement**—A member can have someone on file to receive mileage reimbursement in the event of an unexpected provider cancellation or unforeseen circumstance.

## Driver Responsibilities

- Be always professional and courteous.
- Provide safe and on time service.
- Arrive within 15 minutes before or after the scheduled pick-up time.
- Drivers are required to notify Modivcare immediately of known pick up delays that will exceed beyond 15 minutes of the scheduled pick-up time.
  - While Modivcare expects drivers to be on time, there may be an unforeseen circumstance that occurs beyond the control of the driver. The driver may be late picking up a member due to an unforeseen circumstance. When the delay of a scheduled pick-up time is reported to Modivcare, all attempts will be made to notify the member.
- Drivers can only transport to the pickup and drop off locations listed on the trip reservation. They cannot make additional stops during transport, such as fast food or shopping locations
- Drivers cannot assist with personal care, handle, or administer medications, or assist with oxygen (unless traveling on an ambulance)
- Drivers will return to the location they dropped the member off for the return pick up unless otherwise directed.
- Drivers are not authorized to go beyond the main entrance lobby or main door of the pickup and drop off locations
- Provide the required level of assistance (curb to curb, door to door, or hand to hand).
- Drivers are required to secure each wheelchair forward facing with 4 securement straps, a shoulder and lap belt.
- Drivers must transport the member within the approved travel time, which is the direct travel time plus 45 minutes.
- Drivers must use a hands-free mobile device when communicating with the dispatcher of their company. Drivers should not be on personal calls
- Drivers do not assist members confined to a wheelchair up or down stairs
- In the event of an emergency during transport, the driver will pull the vehicle to a safe location and call 9-1-1

## NEMT Vehicle Rules

- All passengers must wear a seatbelt.
- No eating, drinking, or smoking to include e-cigarettes, vaping, and chewing tobacco, are permitted on the transport vehicle.
- No alcohol or illegal substances of any kind are permitted on the vehicle.
- No profane or vulgar language directed toward other passengers, or the driver will be tolerated.
- Sexual advances or harassment will not be tolerated.
- All passengers are not to panhandle, solicit, harass, annoy, or intimidate other passengers or the driver.
- No weapon of any size or kind, or possession of a hazardous material or item can be brought onto the vehicle.
- No carry or concealed gun or weapons permit will be permissible.
- All passengers are responsible for all baggage and personal items. All items must be able to fit comfortably on the passenger's lap.

## Safeguarding Members

Modivcare has strict standards that must be met for transportation companies, drivers, and vehicles. A driver providing transportation for FFS Medicaid members must successfully meet the following standards:

- Criminal background check
- Modivcare Driver Training
- Defensive driving
- Valid Virginia driver's license
- DMV records are checked
- Wear a visible nametag and identify themselves
- Basic first aid training
- Proper wheelchair securement training
- Biannual Vehicle Inspections
- Onsite Monitoring
  - > Field Liaisons , Facility Outreach Managers, Provider Relations Managers, and other key personnel will conduct onsite monitoring and compliance inspections at facilities and residential sites.

## Questions or Complaints

Call our Ride Assist Line at **(866) 246-9979** 24-hours a day and 7 days per week with questions about an existing reservation or to report a complaint.

- Live representative available to assist in real time
- Report complaints or concerns as soon as possible
- Caller must have the members date of birth and (2) additional pieces of information listed below at the time of the call for verification, and security purposes:
  - NEMT trip reference number
  - Member Name
  - Date of Birth
  - Medicaid ID Number
  - Pick Up or Drop Off Location

## WeCare Website

- You can submit questions or report concerns online at <https://wecare.logisticare.com/>

## Denied Services and Appeal Process

While Modivcare attempts to arrange transportation for each Medicaid member that calls, there are situations where requests for reservations will be denied. Some examples of common denials are as follows:

- A member cannot or refuses to provide requested information to determine the need for NEMT FFS services
- A member is found to be ineligible for transportation benefits
- A member fails to make a reservation for a routine appointment 5 business days in advance (unless they require urgent care)
- A member attempts to schedule a reservation to a service not covered by FFS Medicaid

### *The Appeals Process:*

- If a request for transportation is denied for any reason, the requestor is immediately notified.
  - Within 2 business days of the denial, a written notice of the denial is mailed. It includes information of the member's right to appeal Modivcare's decision. The Virginia Medicaid/FAMIS Appeal Request Form is enclosed with the written notification
  - The member must appeal within 30 days of receiving the written denial

Members are instructed to mail the appeal request to the following address:

Appeals Division  
Virginia Dept. of Medical Assistance Services  
600 Broad Street, 6<sup>th</sup> Floor  
Richmond, VA 23219  
Fax (804) 452-5454

The Appeals Division will contact the member and handle the appeal. Members do not have to use the Virginia Medicaid/FAMIS Appeal Request Form to file an appeal. Members can also call (804) 371-8488 to request an appeal.

## Mileage Reimbursement Program

Family, friends, caregivers, and members may be eligible to receive mileage reimbursement for providing NEMT to covered services. The driver must have a valid operator's license, and the vehicle must be compliant with state and city requirements, safe and available for use at the time of the appointment.

To receive mileage reimbursement the following steps must be completed:

- Call the Reservations Line at **(866) 386-8331** prior to the appointment (a 5-business day notice is NOT required).
- Provide the driver's name, telephone number, and mailing address
- Complete a Mileage Reimbursement form in its entirety. This form must be taken with the member to the appointment and signed by the treating facility. Mileage Reimbursement Forms are available via fax, mail or the Member Services Website at <https://member.modivcare.com/en/login>

To process the Mileage Reimbursement form for payment, the completed original form must be emailed, mailed or faxed to the Modivcare claims department. Once a completed mileage reimbursement trip log is received, the payment will be processed and mailed within four (4) weeks.

- **Email** your completed mileage reimbursement trip logs to <mailto:support.claims@modivcare.com>
- **Fax** the completed trip logs to **1-866-528-0462**
- **Mail** the completed trip logs to:  
Modivcare Solutions, LLC  
Attn: Claims Department  
798 Park Ave, NW, 4<sup>th</sup> Floor  
Norton, VA 24273

**For more information about our gas reimbursement program, please contact our Ride Assist Line.**

## NEMT Online Resources

### ***Modivcare Member App***

Modivcare Member App lets members schedule and manage their trips from their smart phone or tablet device. Members can download the app from Google Play store or iTunes and then set up their online account. Download the free mobile app from **iTunes or the Google Play store**

- Easy to use app
- Schedule and manage trips from your smart phone or tablet device
- See the name of the transportation company assigned to the trip
- Obtain the trip reference number
- Review all scheduled trips (demand and standing order)
- Communicate with Modivcare through your smart phone or tablet

### ***Member Services Website***

A member services website is available that allows members to request a transportation reservation, ask a question or file a complaint. The website also contains commonly used forms and documents, frequently asked questions, as well as information on FFS NEMT services. To access Modivcare's Member Services Website go to <https://member.modivcare.com/en/login>

- User friendly
- Schedule demand trip reservations
- Ask questions
- Access forms and documents
- File a complaint

For additional assistance or questions on how to access the online resources, please contact the Ride Assist Line.

## Frequently Asked Questions

*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.

*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 Modivcare 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. What if the member has a request for an emergency trip? A.*

Emergency ambulance trips are not arranged through Modivcare. If an emergency ambulance trip is needed, 9-1-1 should be called.

*Q. How many people can the member bring with them?*

A. Members can bring 1 person with them on their trip.

*Q. If I have scheduled transportation and the appointment has been canceled or decide not to attend, what should I do?*

A. To cancel a trip, notify Modivcare immediately by calling the “Ride Assist” line at (866)-246-9979. 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 “Ride Assist” line (866)-246-9979 and file a “Provider Late” complaint.



*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. 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 Modivcare. However, Modivcare 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 aged 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 Modivcare. Please contact the Utilization Review Department at 1-866-386-8331 for more information.

*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. Modivcare is not responsible for providing escorts. There is no charge for an escort to ride with the member. Please let Modivcare 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. 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 enroute. The attendant is employed by the transportation provider. Attendant requests must come from a Case Manager and be approved through Modivcare's Exceptions Department. Please (URD) before transport. Please call Ride Assist at 1-866-386-8331 for assistance.

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

A. Please call Ride Assist at 1-866-