

# Georgia Medicaid Non-Emergency Transportation Broker Services



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# Non-Emergency Transportation Program

The Georgia Medicaid Non-Emergency Transportation (NET) program provides medically necessary transportation for eligible Medicaid members who have no other means of transportation available to and from Medicaid reimbursable services for the purposes of:

- receiving medical treatment;
- receiving medical evaluations;
- obtaining prescription drugs; and
- receiving medical equipment.

NET services is a free ride share program. Transportation providers may travel with multiple Medicaid members at any given time to multiple locations to include adult day health centers, doctor's offices, hospitals, pain management clinics, dental visits, etc.

# Non-Emergency Transportation Program (cont.)

The Department of Community Health (DCH), Division of Medicaid implemented the Non-Emergency Transportation “broker” program on October 1, 1997. DCH contracts with selected brokers to provide NET services to eligible Medicaid members throughout Georgia’s 159 counties, which are divided into 5 regions (Atlanta, Central, East, North, Southwest).

Brokers are selected through a competitive bidding process that is consistent with 45 CFR 92.36 (b) through (f) and is based on the State’s evaluation of their experience, performance, references, resources, qualifications and cost.

# What are the Brokers' Responsibilities?

Broker responsibilities include but are not limited to:

- Gatekeeping
- Recruit and maintain a regional transportation provider network
- Ensure compliance with driver/vehicle requirements
- Reservation and trip assignments
- Provide confirmation numbers to confirm scheduled transportation
- Notify member of “pick-up” when appointment is made
- Quality Assurance
- Administration oversight and reporting

# Escort and Attendant Services

**Section 200.15 Escort and Attendant Services** reads in part:

- The Broker must allow, without charge to the escort or member, one (1) escort to accompany a member or group of members who are residents of a nursing home, blind, deaf, mentally challenged, under 21 years of age, or as otherwise determined by DCH staff.
- An escort is defined as an individual whose presence is required to assist a member during transport and while at the place of treatment. The escort leaves the vehicle at its destination and remains with the member.



# Escort and Attendant Services (con't.)

**Section 200.15 Escort and Attendant Services** reads in part:

- An attendant is a staff person of the Broker or provider who is supplied by and trained by the Broker at the Broker's expense.
- The Broker must arrange with the transportation provider for the provision of one (1) attendant during transport...when it is necessary to have an adult helper on a trip to assure the safety of all passengers.
- The attendant remains with the vehicle after the member has left the vehicle at its destination.



# Who are the NET Brokers?

The State awarded contracts to two (2) Brokers to coordinate NET services in Georgia:

**LogistiCare , LLC**

Central Region

East Region

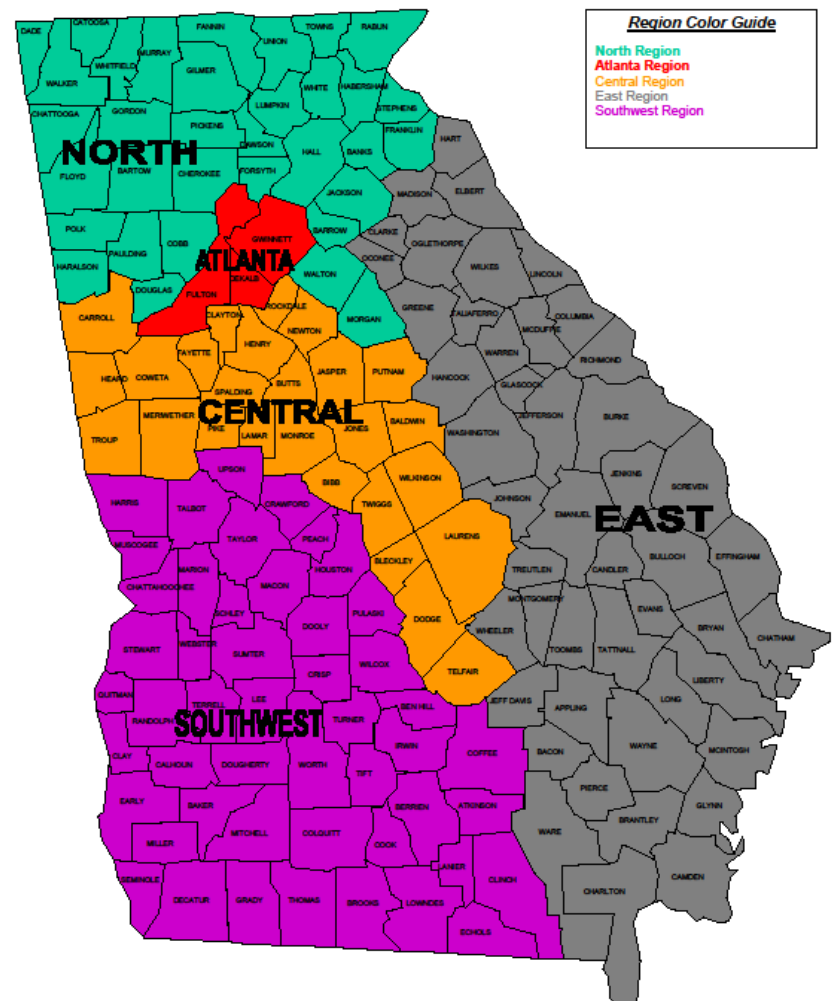
Southwest Region

**Southeastrans, Inc.**

Atlanta Region

North Region

Georgia Non-Emergency Transportation Program



# NET Data Summary FY16

Reporting Period Fiscal Year 2016 (July 1, 2014 – June 30, 2015)

Trip Type	North Region	Atlanta Region	Central Region	East Region	Southwest Region
Total Trips	442,263	1,522,997	959,602	989,067	1,024,542
Total Miles	5,131,004	9,669,228	14,273,809	18,047,842	19,401,636
Unduplicated Passengers	59,133	116,301	81,952	88,936	94,906





# Geographic Access Standards

The Broker may opt to expand the mileage limits for transportation without a health care provider's referral per region. However, at a minimum, transportation shall be provided for Medicaid members within the following general geographic access standards for health care services:

- 30 miles Urban
- 50 miles Rural
- 15 miles Adult Day Health Care Urban, and 30 miles Rural
- 15 miles Pharmacies Urban, and 30 miles Rural



# NET and Adult Day Health

## Geographic Considerations

- Non-emergency transportation to Adult Day Health (ADH) services is subject to current Geographic Considerations under the NET program.
  - 15 miles for members residing in Urban areas
  - 30 miles for members residing in Rural areas
- DCH implemented the “Grandfather Clause” in October of 2013. This allowed for members with *Standing Orders* prior to July 1, 2012 to a particular facility, to be exempt from current geographic consideration requirements and continue being transported to that ADH facility regardless of the distance.



# NET and Adult Day Health

## Letter of Medical Necessity (LOMN)

- Transportation outside of the geographic consideration standard is to be provided only when sufficient medical resources are not available in the member's service area and a physician's statement attesting to medical necessity is received or when a healthcare provider refers member to medically necessary health care services outside geographical access standards
- The NET Broker does not determine medical necessity
- DCH reserves the right to review, approve and deny LOMN submissions.

# On-Going Challenges

- Limited Number of Transportation Providers (especially in rural areas)
- Traffic
- Normal vehicular problems
- Member education and outreach

# Questions?