



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Non-Emergency Transportation Broker Services



Medical Care Advisory Committee (MCAC)

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Presented by:
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Director, NET

What is the Non-Emergency Transportation (NET) Program

The Georgia Medicaid Non-Emergency Transportation (NET) program provides free medical necessary transportation for eligible Medicaid members, who have no other means of transportation available. **Please keep in mind that this is a ride share program.**

Transportation is provided only to and from Medicaid reimbursable services for the purposes of :

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



Medicaid Members **Not Eligible for NET** Services

The following coverage group of members are not eligible for NET services:

- ❖ Qualified Medicare Beneficiaries (QMB) only.
If the member is QMB and is also dually eligible for a full-coverage Medicaid group, the member is eligible for NET services).
- ❖ Emergency Medical Assistance (EMA).
Immigrants who are undocumented or legally documented who have been in the U.S. for less than 5 years may be eligible for EMA.
- ❖ PeachCare for Kids
- ❖ Some members covered under the Planning For Healthy Babies (P4HB) Waiver are not eligible for NET. Specifically those members within the Family Planning (FP) Aid Category.



How is the NET Program Operated?

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.

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.



Who are the NET Brokers?

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

LogistiCare, LLC

Central Region

East Region

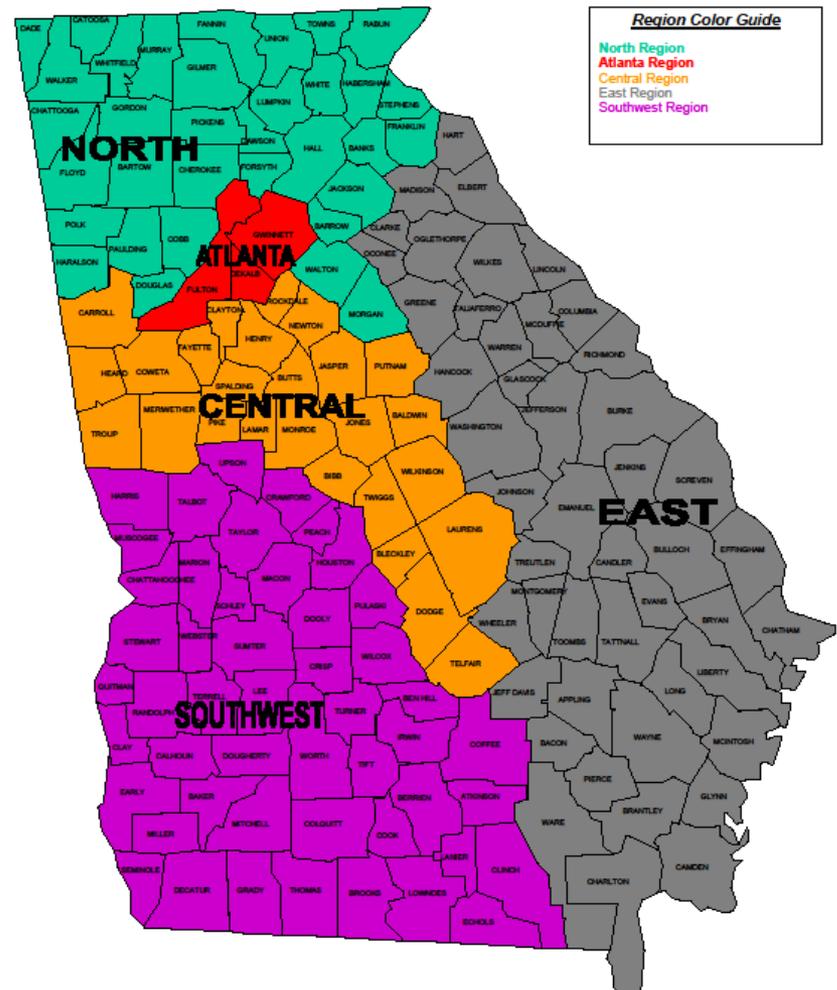
Southwest Region

Southeastrans, Inc.

Atlanta Region

North Region

Georgia Non-Emergency Transportation Program



How are Brokers Paid?

- ❖ The broker is paid a monthly capitated rate.
- ❖ The (actuarial) rate is based on a per member, per month (PMPM) methodology that is determined by region.
- ❖ Broker assumes full risk.

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 #s to confirm scheduled transportation;
- ❖ Notify member of "pick-up" when appointment is made;
- ❖ Quality Assurance; and,
- ❖ Administration oversight and reporting.



Arranging Transportation

1. Determine who your broker is by county in which member resides.
2. Members or their designate requesting transportation must contact their Broker at least three (3) workdays prior to their *non-urgent, scheduled appointment*. The three-day advance scheduling includes the day of the call but not the day of the appointment.
3. Members *residing in the regions served by LogistiCare may book their transportation on line at www.member.logisticare.com. On line booking is currently not available for regions served by Southeastrans.*

Arranging Transportation (Urgent Care)

The Urgent Care Transport Policy is defined as an unscheduled episodic situation, in which there is no immediate threat to life or limb, but the member must be seen on the day of the request and treatment cannot be delayed until the next day.

The Broker may verify with the direct provider of services that the need for urgent care exists. *Valid requests for urgent care transport shall be honored within three (3) hours of the time the request is made.*

Hospital discharges for the purpose of the NET Contract, is considered as urgent care. Also considered as urgent care transports are appointments established by medical care providers allowing insufficient time for routine three (3) day scheduling.

What are Pick-up and Delivery Standards?

Pick-up and delivery standards include but are not limited to:

- ❖ Ensure that Medicaid members are transported to and from their appointment on time;
- ❖ Members are advised of pick-up time when request is made. Pick-up times may vary according to travel time to destination. Usually, member is asked to be ready 1 hour before scheduled medical appointment.
- ❖ Any deviation from the confirmed pick-up time of more than 15 minute is not acceptable as timely service.
- ❖ Brokers may be assessed liquidated damages if standards are not met.

What are Pick-Up and Delivery Standards? (con't.)

Ensure that dialysis patients arrive for scheduled dialysis appointments no later than ten (10) minutes from the scheduled appointment time.

Ensure that for the return pick-up from an appointment, NET vehicle shall arrive within one (1) hour from time of notification by member that they are ready to be picked up.



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 & Escort and Attendant Services

- ❖ 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.
- ❖ The Broker is not responsible for arranging for or compensating an escort for services rendered except, upon request, for the cost of public transportation.
- ❖ 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.
- ❖ An **attendant** is a staff person of the Broker provided when it is necessary to have an adult helper on a trip to assure the safety of all passengers.



NET & Foster Children

Foster Children.

- ❖ A parent, foster parent or guardian is eligible to be transported to visit his or her Medicaid member minor children who are an inpatient of a hospital, whether or not the parent is Medicaid eligible themselves. Transportation to visit **adult** Medicaid member inpatients is not covered.
- ❖ Foster children shall be transported to access Medicaid services upon request of the foster parent, without regard to any transportation resources that may be available in the foster care household.

NET & Minor Traveling with Adult Members

Minor traveling with adult members

There may be times when an adult member requests to allow a minor to accompany them to an appointment, not as an escort, but because the member does not have any one to stay with the child. If there is room or an available seat that is not being occupied by a member requiring treatment, the broker may allow a child to be transported with the adult member requiring treatment.

NOTE: Must be prior approved by Broker when the request for transportation is made.

Policy Being Revisited

Working with Children & Families Task Force, DCH will explore potential program changes to address unique needs of foster care population.

- ❖ Escort Policy;
- ❖ Geographical Access Standard Policy;
- ❖ Expansion of volunteer driver network;
- ❖ CMO investment;

Challenges Facing NET Program

- ❖ Pick Up & Delivery Standards;
- ❖ Consistency throughout NET program;
- ❖ Public Transit Utilization; and
- ❖ Geographic Access Standards

DCH Contacts for Problems with NET Services

If transportation provider does not show up at pick-up time, call your NET Broker to report the problem.

If you have questions and/or complaints about NET brokers or providers, call us at:

Barbara Lowe

404-656-4451 (phone)

770-344-5732 (fax)

blowe@dch.ga.gov

or

Lynn Christian

404-656-0347 (phone)

1-877-430-3056 (fax)

lchristian@dch.ga.gov

If you send an email, please do not include Medicaid number or other personal health information. Briefly describe your problem, provide your name and phone number and we will contact you as soon as possible.