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# Nevada Medicaid Transportation Services

Division of Health Care Financing and Policy

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Department of Health and Human Services

*Helping people. It's who we are and what we do.*



# Agenda

1. Overview of NEMT
2. NEMT Coverage
3. Modes of Transportation
4. NEMT Assessment Process
5. Scheduling Process
6. Long Distance Trip Exceptions
7. Transporting Minors
8. Meals and Lodging
9. Community Partners Line
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# Overview of NEMT

- Non-Emergency Medical Transportation (NEMT) is a mandatory Medicaid service. NEMT services are provided to eligible Nevada Medicaid recipients to access Medicaid covered services with Nevada Medicaid enrolled providers.
- Nevada Medicaid utilizes a Broker to facilitate the scheduling and delivery of transportation services
  - Transportation must be an appropriate mode based on medical condition while also being the most cost-effective.
- Currently Nevada Medicaid contracts with MTM to broker the service.



# NEMT Coverage

## **Who is eligible?**

- Medicaid eligible Fee-for-Service (FFS) or Managed Care Organization (MCO) recipients.

## **Who is not eligible?**

The following type of Medicaid eligibility is not eligible for NEMT services:

- Nevada Check UP (NCU) recipients.
- Medicare Beneficiaries: QMB/SLMB.
- Recipients residing in an institution or nursing facility.



# Modes of Transport

The following are options available in Nevada depending on medical condition:

- Fixed route bus service or ADA paratransit (door-to-door) where available
- Gas mileage reimbursement
- Taxi or Transportation Network Companies (TNCs)
- Sedan/van transportation
- Wheelchair capable vehicles, including vehicles with a ramp or hydraulic lift
- Community Drivers Program
- Stretcher vehicles
- Airline services
- Greyhound bus
- Amtrak rail services



# NEMT Assessment Process

- Recipients in Clark County, Washoe County, or Carson City must use public transit (fixed route) or gas mileage reimbursement when they reside within three quarters (3/4) mile of a transit stop.
- For individuals with medical conditions that may prevent the use of fixed route, Medicaid requires an assessment by the recipient's local Regional Transportation Commission (RTC) for Paratransit services.
  - If approved, recipients will receive a paratransit certification card from RTC and will be responsible to renew this certification with RTC before the expiration date.
  - If denied, the recipient will continue to be approved for fixed route services or the use of gas mileage reimbursement.
  - Recipient's have the right to appeal the RTC's decision.



# How to Schedule NEMT Services

- Authorization must be obtained before the scheduled medical appointment.
- The recipient, their authorized representative, or a provider can call **1-844-879-7341** to schedule a ride.

## **What is needed when scheduling a ride:**

1. Recipient's name and Medicaid ID number
2. Recipient's home address and phone number
3. Medical appointment details such as doctor/provider's name, phone number, and address.
4. Date and time of medical appointment or when the non-emergency medical transportation is needed.
5. Any special needs, including if recipient will need an attendant. Attendants must be medically necessary for MTM to also provide transportation.



# How to Schedule NEMT Services cont'd

## **Non-urgent routine reservations**

- Must call 3 days prior to the medical appointment.
- Routine trips scheduled Monday - Saturday from 7 a.m. to 6 p.m.

## **Same day/urgent requests**

- Facility discharges, transfers and admissions, non-routine doctor appointments, urgent care, emergency room, and pharmacy.
- Urgent trips can be scheduled 24 hours a day, seven days a week.

## **Long Distance Trips**

- 101 miles or more away from home scheduled at least 14 days in advance.
- “Distance Verification Form” may be required to verify medical necessity.



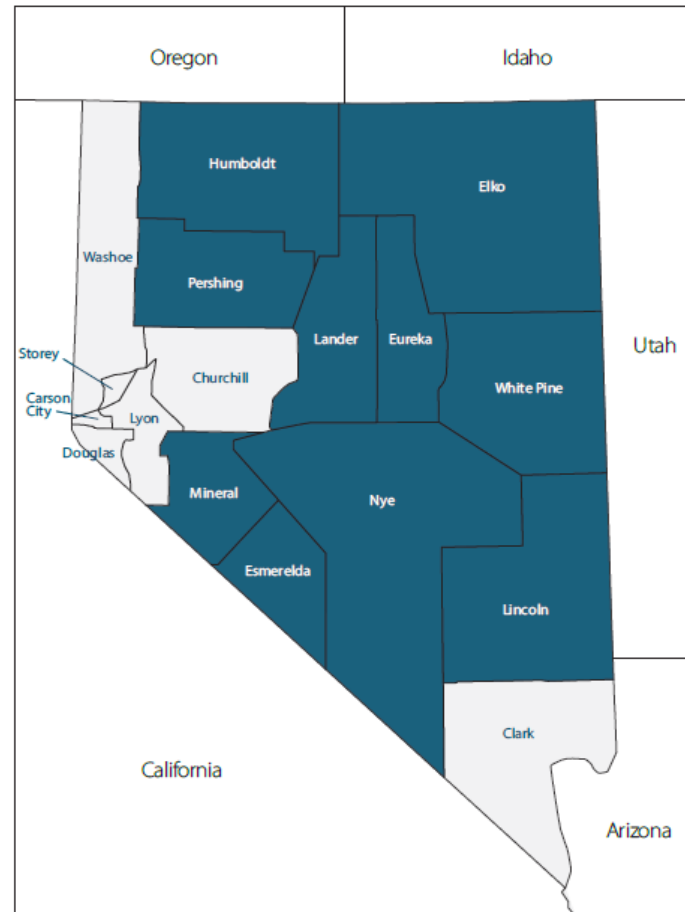


# Long Distance Trip Exceptions

1. For recipients who live closer to a Nevada Medicaid provider in a neighboring state, such as Idaho or Utah, the Distance Verification Form is no longer needed.
2. For recipients who live in the following counties and have Medicaid appointments in a urban area in Nevada, the Distance Verification Form is also no longer required.

- Elko County
- Esmeralda County
- Eureka County
- Humboldt County
- Lander County
- Lincoln County
- Mineral County
- Nye County
- Pershing County
- White Pine County

Note: All other out-of-state travel still requires a Distance Verification Form and must be requested at least 14 days in advance.





# Transporting Minors

## Can minors be transported alone?

Recipients under 18 years of age must be accompanied by an adult 18 years of age or older.

**Exceptions:** Recipient is married, legally emancipated, or obtaining family planning services.

Recipients 15-17 years of age may travel alone if MTM has an approved Parental Consent Form on file.



# Meals and Lodging

- Meals and lodging services are available for out-of-area trips
- 14 days advance notice is required
- If healthcare services require an overnight stay, the location must be at least 200 miles away from the recipient's residence, or the time of the appointment must require an overnight stay
- If a recipient needs special accommodations for meals/lodging, it must be given at the time of the request (i.e., kitchenette, handicap accessible, ground floor, etc.)



# Meals and Lodging cont'd

## Meals

- Meals are reimbursed at the U.S. General Services Administration (GSA) rate per member and per attendant while they are in travel status
- Meals for day transports are not covered
- Meals must be requested at the time of the original request

## Lodging

- Ronald McDonald House (RMH) is MTM's first choice as a lodging facility for recipients 21 years or younger
- If RMH is not available, lodging is provided at the next most appropriate lodging facility/hotel
- Lodging must be booked through MTM; no reimbursements are allowed



# Community Partners Line

## Facilities/Providers:

- Can call MTM's Community Partners Line at [1-844-299-6333](tel:1-844-299-6333) for assistance with day-to-day issues such as:
  - Scheduling inpatient facility/hospital discharges
  - Scheduling non-emergency transfers to other medical facilities, including Residential Treatment Centers (RTCs)
  - Coordinating trips with social workers and case managers
  - Scheduling issues for dialysis patients
- Hours of Operation: 24/7/365

**\*This line is not intended for recipients.**



# Questions?



# Contact Information

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