



Non-Emergency Medical Transportation (NEMT)

Frequently Asked Questions

What are NEMT services?

The NEMT services are for members with full Medicaid benefits, who need travel reimbursement or a ride to get to their medical appointments.

What is an NEMT broker?

An NEMT broker is a contracted provider with the Iowa Department of Human Services (DHS), the Iowa Medicaid Enterprise (IME), and the IA Health Link Managed Care Organizations (MCOs). The broker manages all parts of the NEMT program such as:

- Checking members and trip eligibility;
- Handling claims;
- Following up on trips and claims.

Who can get NEMT services?

Medicaid members with full Medicaid benefits can get NEMT services. The transportation services provide access to receive Medicaid covered medical services from Iowa Medicaid providers.

How do I know if I can get NEMT services?

Members who have questions about their eligibility status may contact:

- 1. Their Income Maintenance Worker in their local DHS office**
Contact the DHS IM Call Center
Phone: 1-800-572-7662.
- 2. The IME Member Services Unit**
Phone: 1-800-338-8366,
Monday through Friday,
8 A.M. to 5 P.M.

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3. If in the IA Health Link managed care program, members may contact their MCO directly at:

Amerigroup Iowa, Inc.

Phone: 1-800-600-4441

AmeriHealth Caritas

Phone: 1-855-332-2440

UnitedHealthcare Plan of the River Valley

Phone: 1-800-464-9484

Why do I have to answer so many questions each time I call?

The broker is required to check member and trip eligibility each time a trip is scheduled. A member's eligibility status may change each month. To check the member and trip eligibility, the broker may ask for the following member information each time:

- Member's name;
- Member's Iowa Medicaid number (also known as the State ID number);
- Member's address;
- Member's phone number; and
- Member's date of birth.

If the member's permission is given, this information can be provided by someone who is not the member.

Why do you have to contact my provider for approval?

It is a state requirement that NEMT services only be provided to the closest Iowa Medicaid provider. This is required unless:

1. The distance between the closest fit and enrolled Medicaid provider and the requested Medicaid provider is less than 10 miles apart, or;
2. The additional cost of transportation to the requested Medicaid provider is medically necessary based on:
 - a. Your past relationship with the requested provider; or
 - b. Your past experience with the requested provider; or
 - c. The requested provider's special skill; or
 - d. A referral calling for the member to be seen by the requested provider.

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The broker must check that the trip follows the rules listed above. One way of doing that is sending an Out of County (OOC) form to the physician. The physician or their staff must fill it out and return it to the NEMT broker.

The broker is also allowed to check that Medicaid covered services were provided.

What is an OOC form?

The OOC form is used by the broker to check that you are going to the closest and most appropriate medical provider.

How long does it take for an OOC form to be approved?

It may take two to seven days for the broker and medical provider to exchange faxes. You are free to check with your medical provider and the broker about this process.

Why can't my children ride with me?

NEMT services are for eligible Medicaid members with an appointment for a covered service from a Medicaid provider. Some members need an escort for medical reasons. The broker will reimburse travel costs for one medically necessary escort. It is possible for an escort to be a child of the member. Your child is unable to be transported along with you to your appointment if they are not your escort.

How do I book a trip?

Members receiving Iowa Medicaid Fee-for-Service coverage:

Contact Information:

TMS Management Group, Inc.

Midwest Regional Office

5800 Fleur Drive, Suite 231

Des Moines, IA 50321

Phone: 866-572-7662 (Toll Free)

Fax: 866-584-7601

TMS Website: <http://www.tmsmanagementgroup.com/>

Members receiving IA Health Link Managed Care coverage:

Each of the MCOs has selected a transportation vendor. Members may contact the NEMT broker of their assigned MCO at the numbers below to schedule their NEMT services:

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Amerigroup Iowa, Inc.

Contact Information:

Logisticare

Phone: 1-844-544-1389

AmeriHealth Caritas

Contact Information:

Access2Care

Phone: 1-855-346-9760

UnitedHealthcare Plan of the River Valley

Contact Information:

MTM

Phone: 1-888-513-1613

What do I need to book a trip?

You will need to provide the following information:

1. Date and time of appointment
2. Provider's address
 - a. Depending upon the provider's address more information may be needed such as:
 - i. Referring provider's name, address, phone number and fax number
 - ii. Referred to provider's name, address, and phone number
3. Members who need an escort will need a letter from the provider stating your need for an escort or the appointment
4. Type of transportation assistance needed

When would I need to send a claim?

You can decide to drive yourself or have a friend or family member take you to an appointment with a Medicaid provider for covered services. To have the trip costs reimbursed you must first contact the broker about the trip two days or more before the appointment. You will then send in a completed claim to the broker after the appointment. The claim will let the broker know the amount you are looking to have reimbursed to you or the driver. No claim will be reimbursed if it is more than 365 days from the date of service.

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How do I submit a claim?

Please contact your Transportation broker for further information on the submission of claims.

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What is a complaint?

A complaint is when you share that you are not happy about a situation or service. Examples of complaints:

- You are not happy with the quality of the services given to you
- A driver who was scheduled to provide transportation was rude to you
- Driver or the broker did not respect your rights as an Iowa Medicaid member
 - For further information on your rights as a member visit:
<http://dhs.iowa.gov/ime/members/members-rights-and-responsibilities>

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Can I file a formal complaint?

The member should contact their transportation broker directly to file a formal complaint. Please contact your NEMT transportation broker for further information on the formal complaint process.

What is a grievance?

A grievance is when you share, in writing, how you are not happy about a situation or a service. Some examples of grievances are:

- You are not happy with the quality of the services given to you
- A driver who was scheduled to provide transportation was rude to you
- Driver or the broker did not respect your rights as an Iowa Medicaid member
 - For further information on your rights as a member visit:
<http://dhs.iowa.gov/ime/members/members-rights-and-responsibilities>

How can I file a grievance?

The member should contact their transportation broker directly to file a grievance. Please contact your NEMT transportation broker for further information on the grievance and grievance submission process.

What is an appeal?

An appeal is a request for review of an action. Examples of an action:

- Denial of a trip, and
- Denial or reduction in the amount of reimbursement.

A member may appeal an action right away and skip the complaint and grievance steps.

How can I file an appeal?

The member should contact their transportation broker directly to file an appeal. Please contact your NEMT transportation broker for further information on the appeal and appeal submission process.