

Fact Sheet

Children and Families Specialty Plan Non-Emergency Medical Transportation

Children and Families Specialty Plan Non-Emergency Medical Transportation Overview

The Children and Families Specialty Plan (CFSP) is a new NC Medicaid Managed Care health plan. It is a single, statewide health plan managed by Blue Cross and Blue Shield of North Carolina under the name Healthy Blue Care Together (HBCT).

NC Medicaid is required to provide transportation to Medicaid-covered services for all beneficiaries who need and request assistance with transportation. This includes the Children and Families Specialty Plan. The Non-Emergency Medical Transportation (NEMT) benefit includes transportation or reimbursement for travel.

HBCT uses transportation broker, ModivCare, to arrange and provide transportation. Additional information on ModivCare is available at mymodivcare.com.

NEMT SCHEDULING AND REIMBURSEMENT

To schedule NEMT trips and arrange gas mileage reimbursement:

- Call 833-777-3611 (TTY 711) Monday through Saturday, 7 a.m. to 6 p.m. to schedule transportation or call ModivCare at 855-397-3615 (TTY 711).
- NEMT trips should be requested as far in advance as possible, but no less than two business days before the members' appointments. Urgent trips, such as sick visits, hospital discharge, lab work, and trips to the pharmacy do not require advance notice.
- All reimbursed trips must be requested and approved a minimum of 30 minutes before the trip occurs.

CFSP Population	Scheduling and Reimbursement Process
Children/youth in DSS Custody	<ul style="list-style-type: none"> County DSS staff, foster parents, or caretakers may contact ModivCare to schedule trips. Foster parents and caretakers may contact ModivCare to request mileage reimbursement. ModivCare, County DSS staff, foster parents, or caretakers provide transportation.
Adopted children/youth	Adoptive caretakers of CFSP members can contact ModivCare to schedule trips or request mileage reimbursement.
Former foster youth	Members, their authorized representative or caretakers may contact ModivCare to schedule trips or request mileage reimbursement.

Local DSS will not be reimbursed for either child welfare staff time spent providing NEMT or mileage incurred when using Local DSS vehicles, as both are covered under existing child welfare funding.

If child welfare staff use a personal vehicle to transport a child/youth in DSS custody to a Medicaid-covered service, they can be reimbursed for gas mileage only. In such cases, the Local DSS should submit a gas mileage reimbursement claim with HBCT.

Reimbursement claims for child welfare staff who use personal vehicles should be submitted to HBCT using the CMS 1500 – Health Insurance Claim Form. The form and instructions for submitting it to HBCT are available on the NC CarePoints Connect website at nccarepointsconnect.healthybluenc.com/login.

DAYSHEET REPORTING

To optimize available funding, local DSS child welfare staff should use the following codes on their Daysheets. Transportation staff should continue to use their current funding codes. For more information, see the [MAC Desk Guide](#) or contact your LBL.

- DSS staff contact ModivCare to arrange transportation for a youth in DSS custody should use Code 343 “Arranging Transportation Services for Client to Access Medicaid Services.”
- Social worker accompanies a youth in DSS custody to a medical appointment and provides transportation should use Code 340 “Referral, Coordination and Monitoring of Medicaid Services.”

SECURE TRANSPORT

Secure transport is the transportation of youth identified as high-risk by local DSS child welfare workers, including those at risk of elopement, harm to self or others or experiencing behavioral health crises.

Secure transport differs from standard NEMT because it requires safety protocols and staff accompaniment.

HBCT will reimburse local DSS workers for meals, lodging, and airfare to provide secure transport for children/youth in DSS custody to a Medicaid-covered service.

HBCT will reimburse for gas mileage when local DSS workers use a personal vehicle to provide secure transport.

HBCT will follow a post-authorization process to provide reimbursement.

To request reimbursement, County DSS workers should contact Modivcare after the secure transport trip is completed. A ModivCare representative will guide County DSS workers through the post authorization reimbursement process.

To arrange reimbursement for secure transport costs:

Call **833-777-3611** (TTY 711) Monday through Saturday, 7 a.m. to 6 p.m. to schedule transportation or call ModivCare at **855-397-3615** (TTY 711).

