



North Carolina Department of Health and Human Services  
**Division of Medical Assistance**

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Beverly Eaves Perdue, Governor  
Albert A. Delia, Acting Secretary

Craig L. Gray, MD, MBA, JD, Director

May 25, 2012

**Re: Non-Emergency Medical Transportation (NEMT) Compliance Reviews**

Dear County Director of Social Services:

Over the next year, the Division of Medical Assistance (DMA) will be conducting compliance reviews of the Non-Emergency Medical Transportation (NEMT) program in all 100 counties of the state. DMA has engaged a consultant, KFH Group, Inc, to conduct these reviews. You are asked to cooperate in all ways possible with the consultant team.

Your agency will be contacted 10 business days or more before the team is scheduled to visit your county. At that time, you will be provided a copy of the Compliance Review Workbook. The Workbook includes both 1) a list of materials your agency will be asked to provide in advance of the review team visit and 2) a survey your agency will be asked to complete. Both will be due five business days before the on-site visit. The actions and timeline are presented in the attached Table. For your reference, a copy of the Workbook can be found on the DMA's transportation webpage at:

[http://www.ncdhhs.gov/dma/services/NEMTComplianceReviewsWorkbook\\_2.pdf](http://www.ncdhhs.gov/dma/services/NEMTComplianceReviewsWorkbook_2.pdf)

For most counties, the on-site portion of the review will require only one day. Please have the appropriate staff available on the day the review team visits. Also, please have all February 2012 NEMT records available in one location to make your time with the review team as efficient as possible, including:

- February 2012 recipient NEMT files
- NEMT files to support your February 2012 Trip Logs including documentation verifying that Medicaid covered services were received on the date each trip was provided (DMA-5118 – Verification of Receipt of Medicaid Covered Services or other equivalent)
- NEMT vendor verification and monitoring files
- NEMT safety files including driver, insurance, vehicle and drug testing records
- NEMT reimbursement request files and forms



Note, on the day of the scheduled visit, you must have available a staff person who is able to print both the Individual Inquiry (ID) and Individual Eligibility History (IE) screens for recipients who took the randomly- selected trips being reviewed.

The consultant team looks forward to working with you on these reviews. If you have any questions about the process, contact Charlotte Gibbons, Quality Assurance Supervisor, at 919-814-0194.

Sincerely,

Craig L. Gray, MD, MBA, JD, Director

CLG/sk  
Attachment



**Table 1 – Compliance Review Process Timeline**

<b>Tasks</b>	<b>Action(s)</b>	<b>Timeline</b>
KFH team contacts the County DSS Transportation Coordinator	KFH will e-mail the County DSS Transportation Coordinator to: <ul style="list-style-type: none"> <li>• Schedule on-site visit</li> <li>• Transmit Workbook</li> <li>• Request that materials be sent in advance</li> <li>• Request that the DSS complete survey</li> </ul>	10 business days before the on-site visit
County DSS sends materials to KFH review team	The following data will be sent by the DSSs to KFH review team electronically or via mail: <ul style="list-style-type: none"> <li>• Any written NEMT transportation policies and procedures for your agency.</li> <li>• Your agency’s list of available transportation resources ranked from no-cost options to most costly, as required under MA-2910 – <i>Medicaid Transportation</i>.</li> <li>• A list of outside entities that perform NEMT administrative functions for your agency (e.g., subcontracts for transportation assessments)</li> <li>• A list of NEMT vendors with which your agency has contractual relationships.</li> <li>• A copy of the contracts your agency holds with any NEMT vendors or other outside vendors performing administrative functions (e.g., to perform needs assessments) listed in two bullets above.</li> <li>• A copy of the DMA-2055 - Reimbursement Request Form(s) for February 2012 for your agency.</li> <li>• A brief written explanation of how the DSS logs and tracks trip requests and trip records</li> </ul>	5 business days before the on-site visit
County DSS sends completed survey to KFH	The completed survey/Workbook will be sent by the County DSS to KFH review team (electronically)	5 business days before the on-site visit
KFH conducts on-site review	The review team will conduct the on-site portion of the review as follows: <ul style="list-style-type: none"> <li>• <b><i>Entrance Conference</i></b></li> <li>• <b><i>Review of Policies/Procedures</i></b></li> <li>• <b><i>Review of Administrative Files</i></b></li> <li>• <b><i>Review of Randomly-Selected Trips</i></b> – review of a number of randomly-selected trips provided in February 2012</li> </ul>	On review day scheduled
KFH transmits draft findings report to the County DSS	The KFH review team will prepare a draft report that will be transmitted to the county at the end of the on-site review day	At the exit conference on the day of the review
County DSS submits corrective action plan	The County DSS will prepare a plan to correct any deficiencies identified during the review	30 days from receipt of the draft report
KFH issues final report to the County DSS	The KFH review team will prepare a final report that includes the original findings, corrective actions by the DSS, and any outstanding issues	30 days from receipt of the corrective action plan from the County DSS