



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Dave Richard
Deputy Secretary for Medical Assistance

April 15, 2016

Re: Non-Emergency Medical Transportation (NEMT) Provider Enrollment

Dear County Director of Social Services:

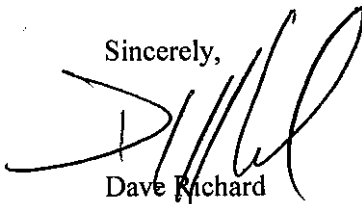
A letter dated March 2, 2016, was sent out to the County Directors of Social Services (DSS) informing them about Non-Emergency Medical Transportation (NEMT) and provider enrollment requirements. NEMT vendors must enroll as a Medicaid provider and bill for transportation services through NCTracks. The planned implementation date is August 1, 2016. NEMT vendors may begin the provider enrollment process on or after May 1, 2016.

Provider training on the enrollment process is scheduled to begin April 18, 2016. A flyer with information on dates and times for training was sent to county transportation coordinators, NEMT workgroup members, DOT, and the Directors' Association on April 11, 2016. The flyer is attached for your information. For additional information and questions, vendors can call the number listed on the flyer. For enrollment FAQs, vendors can also visit the NCTracks website at <https://www.nctracks.nc.gov/content/public/providers/faq-main-page/faqs-for-providerenrollment.html>.

In addition to vendors enrolling as Medicaid providers, the County DSS will be responsible for entering trip information, including amount to be paid so that NEMT claims will pay correctly. To prepare for this process, it is advised that the transportation coordinators and/or caseworkers begin creating a Medical Transportation Product Delivery Case (PDC) in P2/6 for existing transportation beneficiaries. A Medical Transportation PDC cannot be created if the beneficiary only has an integrated case in P7. However, NC FAST has researched and the vast majority of beneficiaries have an integrated case in P 2/6. In the upcoming weeks, NC FAST will provide a series of trainings on this process. At this time, NC FAST is researching the Transportation Coordinator role to determine if changes are needed to allow creation of the NEMT PDC.

Additional information will be forthcoming. If you have any questions, you may contact DMA Policy Coordinator, Ena Lightbourne, at 919-855-4004 or via email at ena.lightboume@dhhs.nc.gov.

Sincerely,



Dave Richard

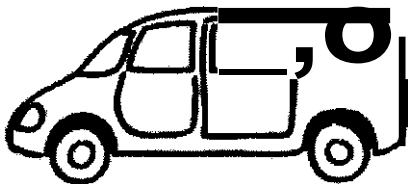


NON-EMERGENCY MEDICAL TRANSPORTATION PROVIDER ENROLLMENT TRAINING

EFFECTIVE August 1st, 2016, NEMT Providers **MUST** enroll in Medicaid and begin billing NC Tracks for transportation services. The following training sessions are being provided:

Webex Training Dates:

April 18, 2016 (1:00pm -4:00pm)
April 19, 2016 (1:00pm - 4:00pm)
April 21, 2016 (1:00pm - 4:00pm)
April 25, 2016 (1:00pm - 4:00pm)
April 29, 2016 (1:00pm - 4:00pm)
May 10, 2016 (1:00pm -4:00pm)



Instructions for NEMT Provider Webex Training:

For all classes offered as WEBEX, log into the webex and call into a conference call by following these instructions on the dates and times of the class. *****Callers are limited to 115 learners per class*****

- Follow this link or copy and paste into your computer browser:
<https://www.teleconference.att.com/servlet/AWMlogin?brand=cscglobal>
- Enter Meeting Number: 8885674484
- Enter Access Code: 6819035
- Enter your email address
- Enter your first and last name
- Click "Submit"
- Join the meeting as a "Participant"
- To hear the call, dial 1-888-567-4484 using a telephone
- Enter Access Code 6819035#
- Follow the prompts to join the call as a "Participant"

Instructor- Led Training Dates:

April 27, 2016 (1:00pm -4:00pm)
May 11, 2016 (1:00pm - 4:00pm)
CSRA
2610 Wycliff Road
Raleigh NC 27607

Instructions on How To Attend NEMT Provider Training:

For Instructor-Led Classes (ILT) held on site, email NCMMIS_TRAINING_TEAM@csgov.com for registration and location. *****Seating Is limited to 45 learners per class*****
Please make the subject line of the email "NEMT Training".

If all sessions fill up, additional dates will be added. See "Provider Training Announcements"

at the following site:

<https://www.nctracks.nc.gov/content/public/providers/provider-user-guides-and-training/provider-training.html>



If you have any questions regarding the training dates, you may contact the NCTracks Call Center at 800-688-6696. For more information about NCTracks, see the NCTracks provider portal at <https://www.nctracks.nc.gov/content/public/providers.html>.

Updated 04/20/16