



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

May 23, 2016

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

Dear County Director of Social Services:

A letter dated April 15, 2016, was sent out to the County Department of Social Services (DSS) providing information on provider enrollment as well as instruction for the County DSS in preparing for this change. The purpose of this letter is to provide additional information as we move toward implementation.

The County DSS was informed about their responsibility in entering trip information in NC FAST for the purpose of creating a prior approval (PA) record. This would allow claims submitted by NEMT vendors to be paid correctly. Through a collaborative effort with the NEMT Workgroup, NCTracks, NC FAST and DMA, a more streamlined process has been developed to allow the counties to upload a file created from logs/spreadsheets to create a PA record without keying information in NC FAST. Some revisions may be required when we are able to finalize the format and data required to create the file.

In addition, the planned implementation date has been changed. Beginning September 1, 2016, six counties and their vendors will pilot the process. The six counties are Alamance, Catawba, Cumberland, Franklin, Lincoln, and Rowan. All other counties will implement the process at the beginning of 2017. NEMT vendors for the pilot counties must begin the enrollment process as soon as possible. Vendors for the remaining counties should also begin enrollment.

Key points to remember:

- NC FAST will not be used for this NEMT reimbursement process. The County DSS does not need to create a transportation PDC in NC FAST.
- The pilot counties may begin submitting PA records on or after September 1, 2016.
- Counties will be trained on prior approval/payment authorization. Pilot counties will receive training on prior approval/payment authorization process during July.
- All counties are required to enroll as a Medicaid provider prior to implementation, if not already enrolled. Further instructions will be issued.
- Transportation Coordinators will be granted limited access to NCTracks to review prior approval/payment authorization.
- There are two Phases of training for Providers: 1) enrollment process and 2) claims filing process. Training on the claims submission process will take place prior to the implementation dates. Training on the enrollment process has been completed.

www.ncdhhs.gov

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DMA has received questions from counties and providers. The questions with answers are listed below.

Will Assisted Living facilities that receive reimbursement for the transportation of residents to appointments need to contract with the county DSS and receive trip assignments from DSS in order for the PA to be submitted and payment received?

ACHs are required to contract with the county if they wish to be reimbursed for NEMT. They are treated like any other contracted vendor. With the implementation of provider enrollment, they would need to add NEMT to their provider profile.

How will the counties be reimbursed for Private Vehicle Reimbursement? This is when the county reimburses a recipient for the use of their personal vehicle for their transport to their appointment.

This process will remain the same at this time. Continue to submit the DMA-2055 for reimbursement to DMA.

If DSS has an employee on staff that transports the recipient to an appointment, how do they get reimbursed? Would the county have to contract with themselves and enroll in NCTracks? This information was previously submitted on a 1571form.

This process will remain the same at this time. They will continue to submit these costs on the DSS-1571.

Has a decision been made about direct reimbursement? As a county, we provide mileage reimbursement to financially and non-financially responsible individuals for transportation to medical appointments. Will that process also go through NCTracks? Trying to see if the local DSS NEMT area has to be enrolled as a Medicaid provider to bill for direct transportation reimbursement.

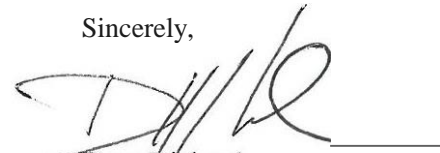
This process will remain the same. Continue to submit the DMA-2055 for reimbursement to DMA.

We use gas vouchers. Are gas stations required to enroll?

Gas station s/companies are not required to enroll as a provider. Continue to submit the DMA-2055 for reimbursement to DMA.

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.lightbourne@dhhs.nc.gov.

Sincerely,



Dave Richard