



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

March 2, 2016

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

Dear County Director of Social Services:

This letter notifies County Directors of Social Services (DSS) and transportation coordinators about upcoming changes to the administration of Non-Emergency Medical Transportation (NEMT) in North Carolina, particularly provider enrollment requirements. Transportation coordinators should begin informing their contract vendors about this change.

As required by the Affordable Care Act, any vendor who provides NEMT services must enroll as a Medicaid provider through NCTracks. As enrolled NEMT providers, they will no longer be reimbursed by the County DSS. However, they are required to contract with the County DSS. The vendors will bill for transportation services through NCTracks. As enrolled providers, they will be subject to the same credentialing requirements as all other Medicaid providers. The County DSS will continue to be responsible for scheduling and arranging transportation for eligible Medicaid beneficiaries.

OMA is developing a prior approval process to verify NEMT provider claims based on trip information entered in NC FAST. The County DSS will be responsible for entering trip information. NEMT provider claims will not be approved by NCTracks without supporting trip information or confirmation. The transportation coordinators currently have a NCFAST role for NEMT. It is advised that the county directors begin preparing the transportation coordinators by accessing the Sandbox. The Sandbox is NCFAST's virtual training tool which helps caseworkers learn how to navigate in NCFAST.

The planned implementation date for NEMT vendors to begin submitting claims in NCTracks is August 1, 2016. NEMT vendors must begin enrolling prior to that date. OMA estimates that NEMT vendors can begin enrolling as Medicaid providers by May 2016. CSRA, the fiscal agent, will provide training on the enrollment requirements, including webinars, online training, or instructor-led training.

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Additional information will be forthcoming as we develop this process. If you have any questions, you may contact OMA Policy Coordinator, Ena Lightbourne, at 919-855-4004 or via email at ena.lightbourne@dhhs.nc.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Richard", written in a cursive style.

Dave Richard