

North Carolina Medicaid Special Bulletin

An Information Service of the
Division of Medical Assistance

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**Attention:
All Providers**

Non-Emergency Medical Transportation (NEMT)

*Providers are responsible for informing their billing agency of information in this bulletin.
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Non-emergency Medical Transportation (NEMT) providers must directly enroll in the N.C. Medicaid program as required by the Affordable Care Act (ACA) and the N.C. Medicaid State Plan. Currently these providers are contracted and paid for transportation services through County Departments of Social Services (DSS). **Beginning May 1, 2016, NEMT providers can complete the NCTracks online enrollment application.**

For NEMT providers, the available taxonomy code is 343900000X-Non-emergency Medical Transport. With this taxonomy, no certification, accreditation, or license is required when completing the enrollment application. NEMT providers can only enroll in the N.C. Medicaid health plan. Before the application can be approved, the N.C. Medicaid enrollment fee, the federal ACA fee, an ACA site visit, and an online training are required.

The N.C. Medicaid enrollment fee is \$100 and covers costs associated with processing the enrollment application. The \$100 fee is required for initial enrollments, re-enrollments and during each five year re-credentialing process. The ACA application fee is \$554 for calendar year (CY) 2016 and covers the costs associated with screening. The ACA application fee is a one-time fee.

Prior to enrolling as NEMT providers, each provider **must** have a contract with the local County DSS. The determination to grant a contract is at the discretion of the County DSS. The County DSS will submit payment authorization to the Division of Medical Assistance (DMA) for the providers it selects. This authorization allows payment of the provider's NEMT claims. If the provider enrolls prior to contracting with the local County DSS, the provider will not be authorized for any NEMT payments. In addition, the provider may not be entitled to a refund of enrollment fees.

Beginning September 1, 2016, NEMT providers will be allowed to submit claims from the following counties:

- Alamance
- Catawba
- Cumberland
- Franklin
- Lincoln
- Rowan

The remaining 94 counties will begin in early 2017. The date will be announced in future Medicaid Bulletins.

After September 1, 2016, in order for NEMT providers who serve the above six counties to be reimbursed for transportation services, the providers must:

- Be enrolled in NCTracks
- Contract with the county DSS, and
- Have a /payment authorization (PA) for the service in NCTracks.

To enroll, NEMT providers can use a National Provider Identifier (NPI) or atypical identifier (ID), as long as the new NEMT taxonomy has been added to the NPI/atypical record. If the

organization does not have an NPI, they will enroll as an atypical organization. The atypical ID or the NPI submitted on the claim must match the identifier on the PA.

Providers with questions about the NCTracks [online enrollment application](#) can contact the CSRA (formerly CSC) Call Center at 1-800-688-6696 (phone); 1-855-710-1965 (fax) or NCTracksprovider@nctracks.com (email).

Sandra Terrell, MS, RN
Director of Clinical
Division of Medical Assistance
Department of Health and Human Services

Paul Guthery
Executive Account Director
CSC