

Fact Sheet

Non-Emergency Medical Transportation (NEMT) Part 1

County Playbook: NC Medicaid Managed Care

Who is responsible for NEMT under NC Medicaid Managed Care?

NC Medicaid is required to provide transportation to medical appointments for all Medicaid beneficiaries who need and request assistance with transportation. NC Health Choice beneficiaries are not eligible for these services.

For beneficiaries enrolled in NC Medicaid Managed Care, Prepaid Health Plans (PHPs or health plans) are required to provide non-emergency medical transportation (NEMT) services. PHPs may use transportation brokers to arrange and provide transportation or contract directly with transportation providers.

For beneficiaries in NC Medicaid Direct and the Eastern Band of Cherokee Indians (EBCI) Tribal Option, local Departments of Social Services (DSS) will continue to arrange NEMT services. Counties will continue to follow current North Carolina NEMT policies, and providers will continue to bill NCTracks for reimbursement.

For all beneficiaries in NC Medicaid Managed Care and NC Medicaid Direct, transportation will be available if the beneficiary receives a Medicaid covered service provided by a qualified, enrolled Medicaid provider. Medicaid pays for the least expensive means suitable to the beneficiary's needs.

WILL BENEFICIARIES RECEIVE THE SAME SERVICE FROM PHPS THAT THEY ARE USED TO RECEIVING FROM DSS?

Beneficiaries will receive the same service from PHPs. The amount, duration, and scope of the NEMT service is NOT changing. NEMT will be provided by the PHP in which the beneficiary is enrolled. PHPs are contracting with statewide NEMT brokers to arrange and provide NEMT to enrolled members.

PHPs are required to:

- Provide NEMT appropriate for the member to the nearest enrolled medical provider.
- Provide NEMT to a Medicaid-covered service provider, including services not covered through NC Medicaid Managed Care, provided by a qualified Medicaid provider.
- Provide travel-related expenses including:
 - Lodging
 - Food



- Parking fees/tolls
 - Transportation vouchers (e.g., taxis, ride-sharing services, public transit)
 - Mileage
- Develop a network of NEMT providers.

PHPs are also required to:

- Provide training to NEMT providers.
- Address any behavioral or medical needs or issues that arise during transportation.
- Establish rates for reimbursement.
- Have contractual requirements for quality of care, vehicles, drivers, timeliness, and no-shows.

Members will:

- Be informed that there is no cost for NEMT services.
- Be informed of who may accompany them without cost.
- Be informed that any member under the age of eighteen (18) must have an adult present.
- Have the PHP NEMT policy explained including:
 - How to request or cancel a trip
 - Limitations on transportation
 - Advanced notice requirements
 - Expected member conduct and procedures for no-shows
- Be able to arrive at the provider's location in time for the scheduled appointment but no sooner than one hour before the appointment.
- Not have to wait more than one hour after the conclusion of the treatment for transportation home.
- Not be picked up prior to the completion of treatment.
- Be able to request an appeal if the request for transportation assistance is denied.

HOW AND WHEN CAN PHP MEMBERS SCHEDULE NEMT?

PHPs will send Welcome Packets to enrolled members that include information on how to access NEMT services. PHPs will begin accepting member calls on June 1, 2021 to schedule appointments for transportation on or after July 1, 2021.

PHPs must ensure that:

- Members are not required to make transportation requests more than two days in advance.
- Members are not required to make transportation requests in person.
- Urgent transportation services are exempt from any advance notice requirement.

Members are encouraged to call their PHP to schedule NEMT services at the time their appointment is scheduled.

CAN DSS CONTRACT WITH THE PHPS FOR NEMT SERVICES?

PHPs should be contacting counties and may contract with them to use existing NEMT providers, including county-owned transportation services or fleets. NCDHHS does not need to participate in these discussions. If there are issues or questions related to NEMT, the PHPs or the DSS offices should bring them to NC Medicaid for discussion and resolution.

WHO ARE THE NEMT BROKERS FOR EACH PHP?

PHP	NEMT Broker	Contact Information
WellCare	One Call	Phone: 877-598-7602 Email: kala_datz@onecallcm.com Website: www.onecallcm.com
UnitedHealthcare Community Plan	ModivCare	Phone: 800-349-1855 Email: ncnetwork@modivcare.com Website: www.modivcare.com
Healthy Blue	ModivCare	Phone: 855-397-3602 Email: ncnetwork@modivcare.com Website: www.modivcare.com
AmeriHealth Caritas	ModivCare	Phone: 833-498-2262 Email: ncnetwork@modivcare.com Website: www.modivcare.com

Carolina Complete Health	ModivCare	Phone: 855-397-3601 Email: ncnetwork@modivcare.com Website: www.modivcare.com
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*As of January 6, 2021, LogistiCare is now ModivCare.

Fact Sheets will be updated periodically with new information. Created 12/14/2020.
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.