Fact Sheet
Non-Emergency Medical Transportation (NEMT) Part 2

County Playbook: NC Medicaid Managed Care

NC Medicaid

NEMT under NC Medicaid Managed Care

The **Non-Emergency Medical Transportation (NEMT) Part 2 Fact Sheet** covers the following topics:

1) NEMT responsibilities for county Departments of Social Services (DSS)
2) NEMT responsibilities for Prepaid Health Plans (PHPs or health plans)
3) How NC Medicaid beneficiaries access NEMT services
4) NEMT policy guidance documents

COUNTY DSS AND PHP NEMT RESPONSIBILITIES

Non-emergency medical transportation (NEMT) is a critical covered benefit for NC Medicaid beneficiaries. It allows beneficiaries to access health care services from Medicaid providers and is a covered service in both NC Medicaid Managed Care and NC Medicaid Direct. NEMT services consist of arranging and/or paying for transportation that is medically necessary. Both county DSS and PHPs are responsible for arranging transportation for eligible beneficiaries/members. County DSS and PHPs are expected to work together to facilitate NEMT services when a household has beneficiaries who participate in both programs (NC Medicaid Managed Care and NC Medicaid Direct) and when beneficiaries move from one program to another.

PHPs

PHPs are required to provide NEMT services for all NC Medicaid Managed Care members. The services provided must be at a minimum in the amount, duration, and scope of what is provided to beneficiaries under NC Medicaid Direct (fee-for-service). More information is outlined in the **NEMT Part 1 Fact Sheet** in the County Playbook.

County DSS

There are no changes to current NEMT eligibility policies (e.g., MA-3550 and MA-2910) or related billing/claims submission processes for NC Medicaid Direct and Eastern Band of Cherokee Indians (EBCI) Tribal Option beneficiaries. The county DSS will continue to provide NEMT services to all NC Medicaid Direct and EBCI Tribal Option beneficiaries/members, unless they contract with a third party.

- The county DSS should continue to provide the DMA-5046 Medical Transportation Assistance Notice of Rights/Responsibilities at application and redetermination to all Medicaid beneficiaries (NC Medicaid Direct and NC Medicaid Managed Care). The DMA-5046 will be updated to include language specific to Managed Care.

- The county DSS will continue to complete the DMA-5047, Medicaid Transportation Assessment, for all NC Medicaid Direct and EBCI Tribal Option beneficiaries/members.

- The county DSS will continue to complete all other NEMT forms outlined in current policies for all NC Medicaid Direct and EBCI Tribal Option beneficiaries/members.

Working Together

In order to coordinate efforts, PHPs, transportation brokers, and county DSS offices will need to work together to facilitate the continuity of care for Medicaid beneficiaries who use NEMT services. The table below defines key activities and responsibilities for county DSS, PHPs, and transportation brokers.

Activity	County DSS	Prepaid Health Plan (PHP)
Contracting for Services for NC Medicaid Managed Care	County DSS offices interested in providing NEMT services for NC Medicaid Managed Care members need to contract with each transportation broker. Contact the transportation broker with questions regarding NEMT contracting. Transportation broker contact information can be found in the **NEMT Part 1 Fact Sheet** in the County Playbook.	PHPs contract with transportation brokers to coordinate NEMT services. Transportation brokers contract with providers to build an adequate network to meet PHP requirements. Brokers can contract with counties for these services.
	Note: All NC Medicaid Managed Care members should be encouraged to work with their PHP to receive transportation assistance. If the county DSS is not contracted with the PHP or their transportation broker, but provides NEMT services for that PHP's member, the county DSS should reach out to the PHP to determine how to receive reimbursement as an out-of-network provider. Each PHP and their broker will have a different out-of-network policy and will have different policies around single trip contracts. During the transition of care period, there may be out-of-network exceptions.	
Transition of Care (when a beneficiary moves from one program to another)	NEMT Provider Report: - County DSS offices completed the NEMT Provider Report in August 2019, which identified the NEMT providers under contract in their county. An updated provider list was shared with PHPs in January 2021 that includes data from State Fiscal Year 2020. NEMT History Tracker: - County DSS offices will identify frequent NEMT users on the NEMT History Tracker. This tracker will be shared with PHPs in Spring 2021.	NEMT Provider Report: - PHPs will use the NEMT Provider Report to help them build NEMT networks. NEMT History Tracker: - Starting June 1, 2021, PHPs will use the NEMT History Tracker to proactively contact frequent users to coordinate NEMT services during the transition to Managed Care.
Transportation Coordination for Split Households	In some cases, a household could have one beneficiary in NC Medicaid Direct and one in NC Medicaid Managed Care. The PHP and the county DSS should work together to coordinate transportation for this household.	

WHO DOES THE BENEFICIARY CONTACT FOR TRANSPORTATION ASSISTANCE?

NC Medicaid Direct and EBCI Tribal Option

NC Medicaid Direct and EBCI Tribal Option beneficiaries should continue to contact their county DSS for transportation assistance. For a full list of North Carolina County DSS contact information and hours of operation, go to https://www.ncdhhs.gov/divisions/social-services/local-dss-directory.

NC Medicaid Managed Care

Once NC Medicaid Managed Care launches, enrolled members should always contact their PHP for transportation assistance. Any NC Medicaid Managed Care member who contacts the county DSS for transportation assistance should be directed to their PHP.

- Starting June 1, 2021, NC Medicaid Managed Care members can contact their PHP for trips taking place on or after July 1, 2021.

NC Medicaid Managed Care members should contact their PHP Member Services Line or the NEMT transportation broker to receive transportation assistance. NEMT contact information is below.

PHP NEMT Contact Information		
WellCare (One Call)		**UnitedHealthcare Community Plan (ModivCare)**
PHP Member Services: 866-799-5318 NEMT Broker: 877-598-7602 Website: www.wellcare.com/nc		PHP Member Services: 800-349-1855 NEMT Broker: 800-349-1855 Website: www.uhccommunityplan.com/nc
Healthy Blue (ModivCare)	**AmeriHealth Caritas (ModivCare)**	**Carolina Complete Health (ModivCare)**
PHP Member Services: 844-594-5070 NEMT Broker: 855-397-3602 Website: www.healthybluenc.com	PHP Member Services: 855-375-8811 NEMT Broker: 833-498-2262 Website: www.amerihealthcaritasnc.com	PHP Member Services: 833-552-3876 NEMT Broker: 855-397-3601 Website: www.carolinacompletehealth.com

*As of January 6, 2021, LogistiCare is now ModivCare.

NEMT POLICY GUIDANCE

There are three categories of NEMT policy guidance: 1) NC Medicaid Direct NEMT Policy, 2) NC Medicaid Managed Care NEMT Policy Guidance, and 3) PHP NEMT Policy.

1) The current NC Medicaid Direct NEMT Policy is in MA-2910 and MA-3550 and will not change under NC Medicaid Managed Care.

2) NC Medicaid worked with the PHPs, NEMT vendors, public transportation, and county representatives to develop and refine the NC Medicaid Managed Care NEMT Policy Guidance. The NC Medicaid Managed Care NEMT Policy Guidance builds upon the current NC Medicaid Direct NEMT Policy (MA-2910/3550) to include context for situations that would arise under Managed Care that are specific to PHPs and their transportation vendors.

3) Each PHP will have its own NEMT policy and process. PHPs must adhere to MA-2910/3550, Contract #30-190029-DHB Prepaid Health Plan Services, and the NC Medicaid Managed Care NEMT Policy Guidance.

Fact Sheets will be updated periodically with new information. Created 12/15/2020.
For more information, please visit https://www.medicaid.ncdhhs.gov/transformation.