

## Fact Sheet

# Non-Emergency Medical Transportation (NEMT) Case Scenarios

The following case scenarios are designed to demonstrate how NEMT works under NC Medicaid Managed Care and NC Medicaid Direct.

- Standard Plan and Tailored Plan members receive NEMT services from their health plan.
- NC Medicaid Direct and EBCI Tribal Option members receive NEMT services from their local Department of Social Services (DSS).

### SAMPLE CASE SCENARIOS

**SAMPLE CASE:** A Standard Plan or Tailored Plan member requires transportation assistance to a medical appointment.

**ACTION:** The member contacts their health plan for transportation scheduling.

**SAMPLE CASE:** A couple enrolled in Medicaid, one with a Standard Plan and one with NC Medicaid Direct/EBCI Tribal Option, require transportation assistance to a medical appointment on the same day at different locations. They both need to be at each other's appointments.

**ACTION:** Spouse #1 contacts both the local DSS and the health plan for transportation scheduling and identifies all accompanying individuals. Spouse #1 needs to communicate the transportation requirements for both when they call to schedule the trip.

The local DSS transportation provider provides transportation for both spouses. The local DSS provides transportation for the couple to the NC Medicaid Direct or EBCI Tribal Option to the first beneficiary's appointment and again for the second beneficiary.

**SAMPLE CASE:** Two children enrolled in Medicaid, one enrolled with a Standard Plan and one enrolled in NC Medicaid Direct/EBCI Tribal Option, require transportation assistance to a medical appointment on the same day at the same location. The same parent needs to accompany both children.

**ACTION:** The parent contacts the local DSS for transportation scheduling and identifies all accompanying individuals. The parent also contacts the child's health plan for awareness of the trip and all accompanying individuals. The local DSS and child's health plan will coordinate. The parent needs to communicate the transportation requirements for both children when they call to schedule the trip.

The local DSS transportation provider provides transportation for the parent and both children. The local DSS provides transportation for the children to the NC Medicaid Direct/EBCI Tribal Option to the first beneficiary's appointment and again for the second beneficiary.

**SAMPLE CASE:** A Standard Plan or Tailored Plan member, currently in a nursing facility, requires transportation assistance to medical appointment.

**ACTION:** The nursing facility is responsible for transportation of its patients.

**SAMPLE CASE:** Two Standard Plan members, a parent in Healthy Blue and a dependent child in WellCare, require transportation assistance to a medical appointment on the same day, at different locations and have different transportation brokers.

**ACTION:** The parent contacts both Healthy Blue and WellCare for transportation scheduling and identifies all accompanying individuals. The parent needs to communicate the transportation requirements for both parent and child when they call to schedule the trip.

This will allow the transportation brokers to attempt to coordinate the trips to meet the family's needs.

**SAMPLE CASE:** Two Standard Plan members, child #1 in Carolina Complete Health and child #2 in AmeriHealth Caritas, require transportation assistance to a medical appointment on the same day, same location, and have the same transportation broker.

**ACTION:** The parent contacts Carolina Complete Health for transportation scheduling. At the time of reservation, the parent informs Carolina Complete Health of the second medical appointment for a child with AmeriHealth Caritas (same transportation broker).

The parent needs to communicate the transportation requirements for both children when they call to schedule the trip.

The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports both children to their appointments.

**SAMPLE CASE:** Two Standard Plan members, child #1 in WellCare and child #2 in UnitedHealthcare Community Plan, require transportation assistance to a medical appointment on the same day, same location, and different transportation brokers. The parent contacts WellCare for transportation scheduling. At the time of reservation, the parent informs WellCare of child #2's medical appointment with UnitedHealthcare Community Plan (different transportation broker).

**ACTION:** If the transportation provider is contracted with both transportation brokers, the transportation provider transports both children and the parent to their appointments.

If the transportation provider is not contracted with both transportation brokers, the parent will also need to contact UnitedHealthcare for transportation scheduling. At the time of reservation, the parent informs UnitedHealthcare of child #1's medical appointment with WellCare (different transportation broker) so coordination between the two can occur.

**SAMPLE CASE:** Two Tailored Plan Members, child #1 in Alliance and child #2 in Trillium require transportation assistance to a medical appointment on the same day, same location and same transportation brokers. The parent contacts Alliance for transportation scheduling. At the time of reservation, the parent informs Alliance of the second medical appointment for a child with Trillium (same transportation broker).

**ACTION:** The parent needs to communicate the transportation requirements for both children when they call to schedule the trip.

The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports both children to their appointments.

**SAMPLE CASE:** Two Tailored Plan members, child #1 in Vaya and child #2 in Trillium. Both require transportation assistance to a medical appointment on the same day, same location and same transportation broker. The parent contacts Vaya for transportation scheduling. At the time of reservation, the parent informs Vaya of the child #2's medical appointment with Trillium.

**ACTION:** Since the transportation provider is contracted with both transportation brokers, the transportation provider transports both children to their appointments.

If the transportation provider is not contracted with both transportation brokers, the parent will also need to contact Trillium for transportation scheduling. At the time of reservation, the parent informs Trillium of child #1's medical appointment with Vaya (so coordination between the two can occur).

**SAMPLE CASE:** Tailored Plan member and Standard Plan member. Spouse #1 with Trillium and spouse #2 with Healthy Blue. Both require transportation assistance to a medical appointment on the same day, same location and same transportation brokers. Spouse 1 contacts Trillium for transportation scheduling. At the time of reservation, the spouse informs Trillium of the second medical appointment for their spouse with Healthy Blue. Transportation requirements for the couple need to be communicated when they call to schedule the trip.

**ACTION:** The transportation broker links the trips and assigns the same transportation provider. The transportation provider transports the couple to their appointments.

**SAMPLE CASE:** Tailored Plan member and Standard Plan member. Spouse #1 in WellCare and spouse #2 in Partners. Both require transportation assistance to a medical appointment on the same day, same location. The married couple contacts WellCare for transportation scheduling. At the time of reservation, spouse 1 informs WellCare of the second medical appointment for their spouse with Partners (different transportation broker).

**ACTION:** If the transportation provider is contracted with both transportation brokers, the transportation provider transports the couple to their appointments.

If the transportation provider is not contracted with both transportation brokers, the couple will also need to contact Partners for transportation scheduling. At the time of reservation, the couple informs Partners of the other spouse's medical appointment with WellCare (different transportation broker) so coordination between the two can occur.

