BRONX PARTNERS FOR HEALTHY COMMUNITIES

Accessing Transportation for Medicaid Recipients
Agenda

I. Introduction (10 min)
   a. Purpose & Objective
   b. Non-Emergency Medical Transportation

II. Overview of Medical Answering Services (25 min)
   a. Eligibility and Requirements
   b. HARP Enrollees
   c. Process for Arranging Transportation

III. Discussion for Optimizing Use (15 min)

IV. Q&A (10 min)
Purpose

- Bronx Partners for Healthy Communities (BPHC) is focused on addressing **unmet transportation needs** which impact health and healthcare utilization
  - Limited access to transportation results in **missed appointments**, increased subsequent health expenditures and overall **poorer health** outcomes
  - Evidence has shown that by **addressing social needs**, we can help reverse damaging health effects*

- Partners have expressed **challenges** around helping patients to overcome transportation barriers and **lack of knowledge of existing resources**

- This webinar will present and encourage the use of non-emergency medical transportation in efforts to **increase access to healthcare services**

- BPHC will support pilot ideas to **track the impact and outcomes** of increasing transportation access

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Objectives

1. **Increase access to transportation to decrease no-show rates and improve overall health outcomes**
   - Utilize the Medicaid benefits for medical transportation
   - Understand the modes of transportation available
   - Inform providers of designated Medicaid transportation managers

2. **Educate on ride request process**
   - Deliver walkthrough and toolkit to train providers and frontline staff on ride requests
   - Increase patient education and utilization of service

3. **Track outcomes**
   - Create pilot programs to track outcomes and cost savings of transportation
Non-Emergency Medical Transportation

- Non-emergency medical transportation (NEMT) is a benefit available for Medicaid recipients who need to get to and from medical services, but have no means of transportation*
  - Medical services include but not limited to: Primary Care, Behavioral Health, Dialysis, and Prenatal Care

- NYS DOH is responsible for contracting with transportation management companies to manage NEMT requests for Medicaid recipients
  - All NEMT requests must be authorized by the designated transportation management company before the transportation occurs

*see appendix for federal regulation
Medical Answering Services (MAS)

- A non-emergency Medicaid transportation management company coordinates NEMT and provides
  - Call center, trip assignments, and prior authorizations
- Currently manages Medicaid transportation for ~5.1 million Medicaid enrollees across the entire New York State
  - In 2017, MAS was awarded a five-year contract for Medicaid transportation management services in New York City
- MAS does not actually pay the transportation providers, but works to ensure they are paid for the services provided
  - Transportation providers include ambulance, ambulette, and Livery/Taxi
- MAS is open 24 hours a day, 7 days a week, 365 days a year

Underutilized resource for increasing access to outpatient appointments!
MAS: In-network MCOs

MAS covers mainstream managed care plans and fee-for-service plans.

- Affinity Medicaid/FHP
- Health Plus, an Amerigroup Co.
- Amida Care, Inc.
- Emblem Health (HIP/GHI)
- Fidelis (NYS Catholic Health Plan, Inc.)
- HARP - Plan code AA, HI, HF, MT, NC, UC
- HIP – (Health Insurance Plan of Greater NY)
- Healthfirst PHSP, Inc.
- Metro Plus (Metropolitan Health Plus)
- Neighborhood Health Providers
- United Community Health Plan (formerly AmeriChoice NY)
- VNSNY Choice Select
- Wellcare of New York, Inc.

MCO can be verified in advance using ePACES*

*see appendix for more information on ePACES
MAS requires the enrollee’s transportation ability to be registered by completing the medical justification “2015” Form

- Verifies the patient’s transportation abilities and reason why the enrollee requires a specific mode of transportation
- Must be completed by the enrollee’s relevant medical practitioner and sent to the transportation manager (i.e. Physician, Physician Assistant, RN, NP, LMSW, LCSW, etc.)
- MAS is responsible for reviewing, approving and filing the form

If patient does not have a Form 2015 on file, MAS will provide up to three (3) courtesy rides.
Additional Benefits for HARP Enrollees

- In addition to NEMT, HARP enrollees are eligible for non-medical transportation through MAS.
- MAS will authorize transportation for two types of trips:
  1. To and from BH HCBS that are included in the Plan of Care (POC).
  2. To and from non-HCBS destinations that are time-limited/non-routine (with a start and end date) and specifically tied to a goal related to recovery from mental health or substance use disorders in the individual’s POC.

<table>
<thead>
<tr>
<th>Goal in Plan of Care</th>
<th>Non-Medical Location to Which Transportation May Be Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Obtain Employment</td>
<td>Job interview</td>
</tr>
<tr>
<td>Go back to school</td>
<td>College fair</td>
</tr>
<tr>
<td>Owning a pet</td>
<td>Go to a shelter to adopt an animal</td>
</tr>
<tr>
<td>Losing weight</td>
<td>Attend a wellness seminar</td>
</tr>
<tr>
<td>Get involved in the arts</td>
<td>Attend a play</td>
</tr>
<tr>
<td>Improve personal hygiene</td>
<td>Go to a barber/beauty shop for a hair cut</td>
</tr>
<tr>
<td>Be more physically active</td>
<td>Attend a dance class</td>
</tr>
<tr>
<td>Obtain High School equivalency certification</td>
<td>Attend a workshop to prepare for the GED test</td>
</tr>
</tbody>
</table>
Arranging a Ride with MAS

- Rides can be **arranged by the patient, family member, medical providers, care coordinators, etc.**
  - should be requested at least three (3) business days in advance
  - MAS will do their **best to accommodate urgent or last-minute trips but understand that these are difficult to quickly accommodate, especially in rural areas.**

- To request a ride the following are required:
  - Member’s Medicaid ID, DOB, Address, Social Security, contact number
  - Pick-up and drop-off location
  - The name of the physician
  - Date and time of appointment
  - Mode of transportation required
  - Preferred vendor (if any)
BOOKING A RIDE WITH MAS
Step 1: Visit the MAS website

- Rides with MAS can be booked online by visiting: www.medanswering.com
- Select “Book a Ride” to begin
Step 2: Log into the MAS System

- Enter a patient’s last name, DOB and last four of the social security number

Transportation Management System

Book a Trip for an Enrollee as an Enrollee, Family Member or Medical Provider

Please Authenticate Enrollee

Last Name:
Date of Birth:
Social Security Number: (last 4 digits only)

I'm not a robot
Authenticate

Provider Login | Help
Step 3: Enter Enrollee Information

- Enter enrollee's contact information and complete the caller Name and Relation Section (i.e., self, care manager, navigator, etc.) followed by a contact number.

Note: Standing Order is the term used to describe trips that are set up for an extended period of time.
Step 4 & 5: Trip Details

1. Enter reason for trip, provider’s name and appointment date.

2. Enter round trip details, if applicable. *Note trips for hospital discharges do not require this section.*
## Step 6: Special Requests and Submission

1. Select desired transportation vendor
2. Provide any transportation assistance needs and/or requests (i.e., wheelchair, cane, etc.)
3. Click “Submit” when completed

<table>
<thead>
<tr>
<th>Transportation Provider</th>
<th>Transportation Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Vendor</td>
<td>Able to walk without assistance: Yes ☑ No ☐</td>
</tr>
<tr>
<td></td>
<td>Have own wheelchair: Yes ☑ No ☐</td>
</tr>
<tr>
<td></td>
<td>Uses a cane: ☐</td>
</tr>
<tr>
<td></td>
<td>If no, Wheelchair or stretcher needed: Wheelchair ☐ Stretcher ☒</td>
</tr>
<tr>
<td></td>
<td>If no, would you like transport to provide: Yes ☒ No ☑</td>
</tr>
<tr>
<td></td>
<td>(Wheelchair and Stretcher ONLY) Over 260 Pounds: Yes ☐ No ☑</td>
</tr>
<tr>
<td></td>
<td>5 or more stairs: Yes ☐ No ☑</td>
</tr>
</tbody>
</table>

[Submit Clear Form]
Step 7: Confirmation

- Once the form is completed, an invoice is generated to confirm the booking.
- The invoice number can be used as a reference number to follow up on the ride.

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<table>
<thead>
<tr>
<th>Reservationist Next Day Trip</th>
<th>01/29/2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollee Name First/Last</td>
<td></td>
</tr>
<tr>
<td>Medicaid ID# (CIN#)</td>
<td></td>
</tr>
<tr>
<td>Enrollee Address</td>
<td></td>
</tr>
<tr>
<td>Enrollee Address Detail</td>
<td></td>
</tr>
<tr>
<td>Caller Name and Relation</td>
<td></td>
</tr>
<tr>
<td>Doctor You Are Seeing</td>
<td></td>
</tr>
<tr>
<td>Reason For Trip</td>
<td></td>
</tr>
<tr>
<td>Appointment Date</td>
<td>01/29/2018</td>
</tr>
<tr>
<td>First Leg</td>
<td></td>
</tr>
<tr>
<td>Pick Up Time</td>
<td>4:00 PM</td>
</tr>
<tr>
<td>Pickup Address</td>
<td>760 E Adams St</td>
</tr>
<tr>
<td>Pick up Area</td>
<td>ER entrance</td>
</tr>
<tr>
<td>Drop Off Address</td>
<td></td>
</tr>
<tr>
<td>Drop Off Area</td>
<td>home</td>
</tr>
<tr>
<td>Transportation Provider</td>
<td>Training Vendor</td>
</tr>
<tr>
<td>Able to walk without assistance</td>
<td>Yes</td>
</tr>
<tr>
<td>Invoice #</td>
<td>574729410</td>
</tr>
</tbody>
</table>
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Invoice #: 574729410
Additional Ways to Book a Ride with MAS

MAS Call Center
- Rides can be booked by calling (844) 666-6270 and select:
  - Option 1: Discharges
  - Option 2: Medical providers
  - Option 3: Enrollees/Members
- Representative will request the same information as the online form
- Invoice number and transportation vendor will be provided to the caller

Faxing to MAS
- Ride can be faxed to (315) 299-2786
  - Single ride: Transportation Request Form can be filled out to request a single trip
  - For multiple rides: use the Transportation Request Spreadsheet

BRONX PARTNERS FOR HEALTHY COMMUNITIES
Next Steps to Optimize use of NEMT

- Evaluate current use of NEMT
- Educate staff about options
  - Particularly livery/taxi availability
- Screen patients for transportation barriers
- Educate patients about transportation options and how to use NEMT
- Identify opportunities for CQI around transportation access
  - CSO support available for pilots
Interested in Piloting the use of NEMT?

- CSO will assist pilot ideas related to scheduling livery transportation for your population of interest
  - Work with your team to help operationalize the use of MAS
  - Collect the ridership data
  - Track the impact on no-show rates, or any other related metrics of interest
  - Evaluate overall patient outcomes linked to increased access of transportation

- Pilot examples:
  - Reducing no show rates for follow-up BH appointments after inpatient psychiatric discharge
  - Reducing the use of emergency ambulance for prenatal follow up
THANK YOU

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718-618-8228
Federal Regulations for NEMT
ePACES
Insurances by Transportation Manger

APPENDIX
NEMT is authorized under the Social Security Act §1902(a)(70) and 42 C.F.R. §440.170 and requires that states:

- Ensure necessary transportation to and from providers;
- Use the most appropriate form of transportation; and
- Include coverage for transportation and related travel expenses necessary to secure medical examinations and treatment.
Electronic Provider Assisted Claim Entry System (ePACES)

- A web-based application which will allow Providers to create/submit claims, verify eligibility and other transactions.
- Allows for providers to view the Medicaid eligibility criteria (i.e. MCO, restrictions, etc.)
- ePACES Enrollment begins with issuance of a token and then responding to a series of emails generated by accessing the website [https://www.emedny.org/enroll/](https://www.emedny.org/enroll/).
  - Or call 800-343-9000 to obtain a token.

Knowing the MCO and plan code helps in identifying which transportation manager to contact.
LogistiCare: In-Network MCOs

- Affinity HealthPlan NY Medicare
  1-866-712-1054
- Anthem Wellpoint
  1-866-381-4856
- Archcare MLTC
  1-844-544-1395
- Elderplan Homefirst MLTC
  1-877-779-8611
- Elder Plan Medicaid Advantage Plus
  1-877-714-6880
- Elderplan FIDA
  1-866-481-9485
- Elderplan Medicare Advantage Prescription Drug
  1-877-659-6141
- Elderplan Nursing Home
  1-855-251-7094
- Empire Blue Cross Blue Shield Healthplus MLTC
  1-866-481-9667
- Healthfirst Complete Care
  1-888-260-1010
- Healthfirst FIDA
  1-855-675-7630
- Healthfirst MCR
  1-888-260-1010
- Healthfirst MLTC/SHP
  1-800-633-9717
- Humana
  1-866-588-5122
- Integra MLTC
  1-877-831-3146
- Liberty Health Advantage; Preferred Choice – Medicare Advantage; Dual Power – Medicare/Medicaid
  1-877-779-8613
- Long Island Nassau & Suffolk Counties
  1-844-678-1103
- Montefiore Diamond Care MLTC
  1-855-556-6683
- Partners Health Plan FIDA
  1-855-369-3721
- Senior Whole Health FIDA Plan
  1-866-849-8858
- Senior Whole Health NY Medicare; Nursing Home Certifiable (NHC)
  1-877-564-0573
- United Health Care MCR National
  1-866-418-9812
- United Healthcare Dual Advantage
  1-866-913-2497
- United Healthcare Dual Complete
  1-866-913-2497
- United Healthcare MCED Comm Adv
  1-866-913-2497
- United Healthcare MLTC
  1-877-779-8615

Rides with LogistiCare can be booked by calling the MCO affiliated number and following the prompts for transportation.
National MedTrans

- Ride with National MedTrans can be booked via:
  - Online: https://www.natmedtrans.com/index.php/request-a-ride/
  - Over the phone: 844-714-2219
  - Mobile App: NATIONAL MEDTRANS NETWORK INC

- In-network MCOs for NYC include:
  - Agewell
  - AlphaCare
  - Centers Plan for Healthy Living
  - Extended MLTC
  - GuildNet
  - Village Care
  - VNSNY MLTC