

<https://www.azahcccs.gov/shared/Downloads/AMPMApproved/300/310-BB.pdf>

6. AHCCCS covers the cost of Non-Emergency Medical Transportation (NEMT) furnished by a non-ambulance air or equine NEMT provider **only** when **all** of the following conditions are met:
- a. The service is exclusively used to transport the member to ground accessible transportation,
 - b. The AHCCCS member's point of pick up or return is inaccessible by ground transportation, and
 - c. The ground transportation is not accessible because of the nature and extent of the surrounding Grand Canyon Terrain.

E. TRANSPORTATION NETWORK COMPANY

A Transportation Network Company (TNC) providing NEMT services to members shall comply with the following:

1. Only provide services to members, and bill, through an NEMT Broker pursuant to the Broker's contract with a Contractor. (New Edit Below *) scheduling, verifying enrollment, validating service appointments when appropriate, as well as billing.

2. Only the NEMT Broker shall take member calls and schedule member rides.

3. Utilize a digital network or software application capable of:

- a. Providing the TNC, from the NEMT Broker, only the following information:
 - i. The first and last name of the member,
 - ii. The member's phone number
 - iii. The address where the member will be picked up,
 - iv. The address where the member will be dropped off, and
 - v. The date and time of the service.

- b. Limiting the information provided by the TNC to the driver to the following information:
 - i. The first name of the member,
 - ii. The member's phone number, 1) The digital network software application must provide the driver a "masked" phone number for the driver to contact the member,

- 2) The number provided to the driver will not be the member's actual phone number, but, using the masked number the digital network or software application will connect the driver to the member.

- iii. The address where the member will be picked up,
- iv. The address where the member will be dropped off, and
- v. The date and time of the service.

- c. Maintaining a record of the actual service provided by the driver including:
 - i. The address where the member was picked up,
 - ii. The address where the member was dropped off, and
 - iii. The date and time the service was rendered.

4. Maintain all records regarding driver information (including criminal background and federal health care program exclusion checks), vehicle inspections and reports, services, trips and enforcement actions for a minimum of six complete calendar years.

Rates Public Notice –

<https://www.azahcccs.gov/AHCCCS/Downloads/PublicNotices/rates/TNCPublicNotice050119revised.pdf>

New Encounter Edit * - Effective 5/1/2019

- a. The Provider type on the Encounter is NT read RF682 using
 - i. Billing Provider Id
 - ii. New Provider Indicator of BRK.
 - iii. DOS
- b. If the record is found bypass Edit P381
- c. If the record is NOT Found **or if the Billing Provider is not present** set a New Edit P381