

ARIZONA
HEALTH CARE COST
CONTAINMENT SYSTEM

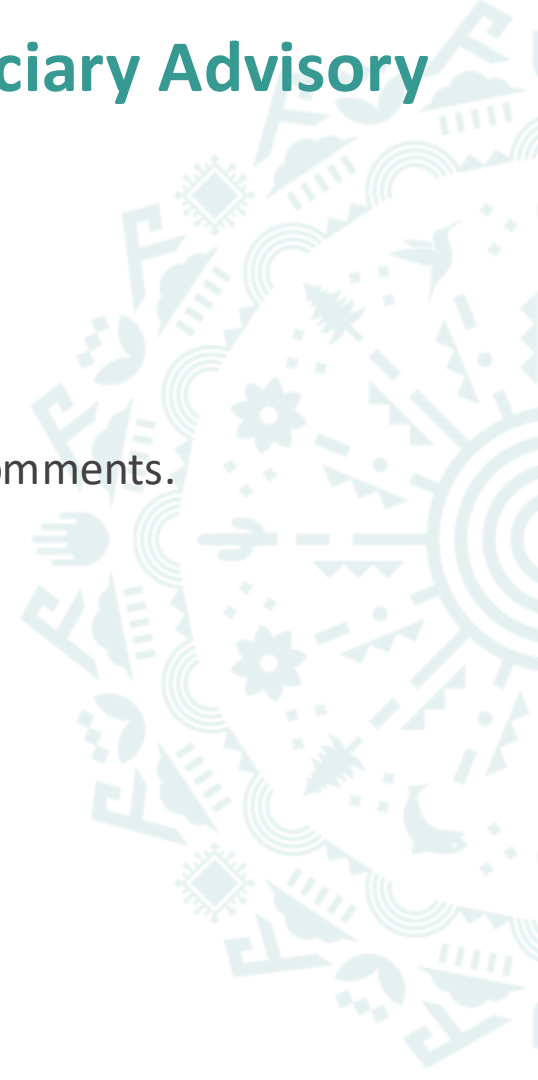
**Non-Emergency Medical Transport
(NEMT) Ad-Hoc Listening Session**

Tuesday, September 15, 2026
2:00 – 3:00 pm

Welcome to the Quarterly AHCCCS Beneficiary Advisory Council Meeting

- While you are waiting test your audio.
- Please raise your hand and unmute yourself to speak.
- You can also use the chat feature to drop your questions and comments.

Thank you for being here!



Do you know that anyone in Arizona can access crisis services?



Arizona Statewide Crisis Line

Call: 1-844-534-HOPE (4673)

Text: 4HOPE (44673)

Start a Chat:

<https://crisis.solari-inc.org/start-a-chat/>

National 988 Suicide & Crisis Lifeline

Call or Text: 988

Start a Chat: <https://chat.988lifeline.org/>

Webinar Tips



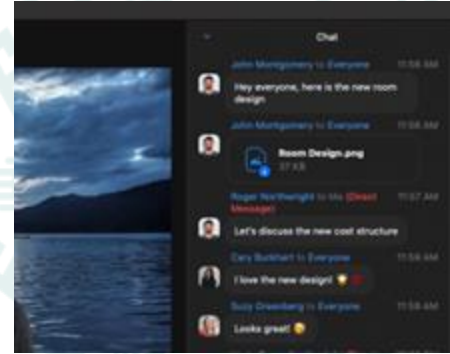
Mute your mic when you aren't speaking.



Limit background noise and distractions.



Use gallery view to allow all participants.

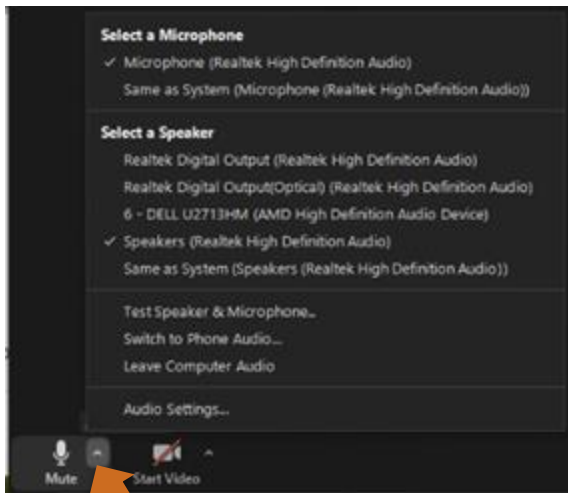


Use Q&A to ask questions or share resources (when applicable).

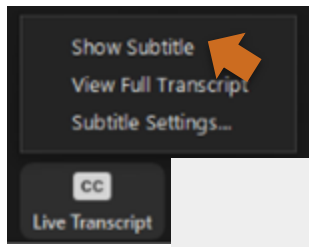
Zoom Webinar Controls

Navigating your bar on the bottom...

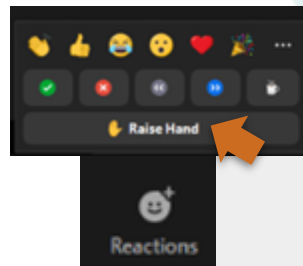
Audio Settings



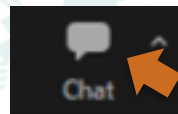
Turn on Closed Captioning



Raise Hand



Chat



KEYBOARD SHORTCUTS TO RAISE HAND

Windows: Alt+Y to raise or lower your hand

Mac: Option+Y to raise or lower your hand

This Meeting Is Being Recorded

The recording shall be the sole property of AHCCCS and participation in this meeting indicates your waiver of any and all rights of publicity and privacy.

To respect the confidentiality of the participants and the content discussed, the recording will remain private.

Please disconnect from this meeting if you do not agree to these terms.

Welcome



Emily Mercado
Chief of Staff
Office of the Director

Today's Agenda

- NEMT Background and Member Concerns
- NEMT Provider Enrollment Process
- Tribal NEMT Issues Report
- AHCCCS NEMT Policy
- Listening Session, Actionable Improvements, and Next Steps
- Adjourn at 3:00 pm



Open Discussion



NEMT Background and Member Concerns

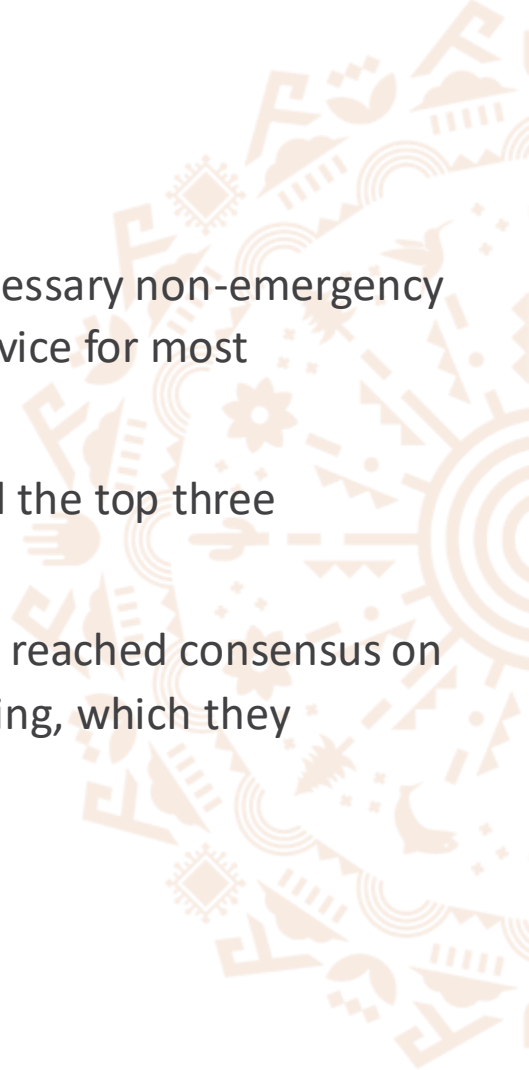


Campbell Small

Whole Person Care Research and Project Specialist – BAC Administration Division of Managed Care

Non-Emergency Medical Transport

- NEMT is a covered service by AHCCCS and provides medically necessary non-emergency ground and air transportation to and from a required medical service for most recipients.
- At the July 8, 2026 SMAC meeting, BAC team members presented the top three priorities that were identified the month earlier.
- Through a facilitated round-robin discussion, the SMAC members reached consensus on what they felt was the top priority for collaborative problem-solving, which they identified as [Non-Emergency Medical Transport \(NEMT\)](#).



SMAC and BAC Priorities for 2026-2027

In addition to Transportation and NEMT, the SMAC and BAC identified two other priorities and developed shared recommendations for all three, as illustrated below:

Priority	SMAC and BAC Recommendations	Agency Response
1. Transportation	•Address gaps in transportation services for individuals with various disabilities •Schedule ad-hoc meeting to further discuss transportation and NEMT	Ad-hoc meeting today
2. Confusion about insurance coverage and benefits	•Develop plain-language communications regarding the federal Medicaid changes from H.R.1 •Better support with navigating the complex Medicaid system for all members •Create better understanding of new community engagement/work requirements	•In 2026, the AHCCCS Communications Director worked with the BAC members to update the language •Federal Relations team presented on navigating Medicaid & the new requirements
3. Provider availability	No recommendations at this time. It may be a topic for future discussions.	N/A No recommendations from the SMAC at this time.

Actionable Improvements

As you are listening throughout the session, try to identify two actions that you would like AHCCCS to improve NEMT for members.



Open Discussion



NEMT Provider Enrollment Process

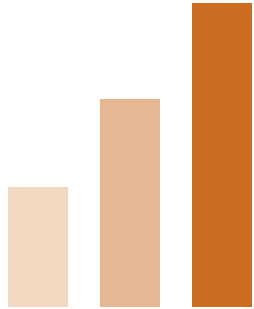


Leslie Lopez

*Provider Enrollment Administrator
Division of Member and Provider Services*

Enrollment Requirements- NEMT Provider Type 28

RISK LEVEL



HIGH

Risk classification

REQUIREMENT

YES / NO

Enrollment Fee

YES

Fingerprint Clearance Background Check
(FCBC)

YES

National Provider Identifier (NPI)

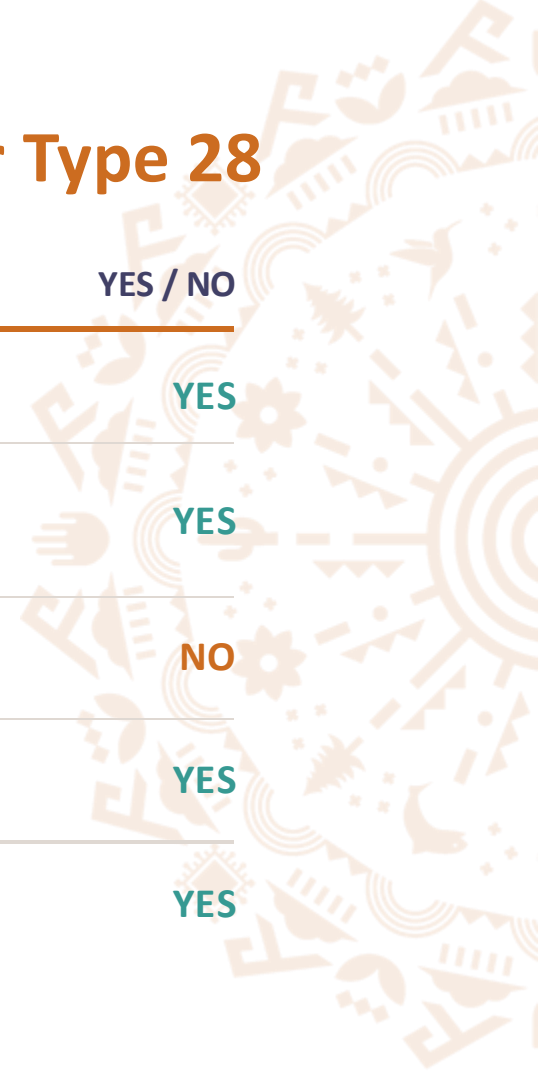
NO

Site Visit

YES

Electronic Funds Transfer (EFT)

YES



Enrollment Documents and Ongoing Responsibilities

STAFF & RECORDS

- 1 Train every employee/driver**
CPR, First Aid & HIPAA
- 2 Disclose staff details in APEP**
Legal name, employment dates, DOB & SSN
- 3 Maintain valid Arizona driver's licenses**
Provide for each employee/driver upon request
- 4 Submit signed attestation**
Required on the Provider Type Profile form

SITE & ONGOING COMPLIANCE

- 5 Report changes within 30 days**
Submit an APEP modification for employee/driver changes
- 6 Complete the required site visit**
Face-to-face unless an exception applies
- 7 Complete PT28 NEMT Training**
Certification is valid for 2 consecutive years
- 8 Verify the logo at the site visit**
Display the company logo on at least 1 vehicle

NEMT Provider Enrollment Resources

- [Non Emergency Medical Transportation Enrollment Packet](#)- you will find general enrollment information about the NEMT provider type and instructions on how to take and upload the required AHCCCS NEMT Training



Open Discussion



Tribal NEMT Issues Report

Tribal Partner Feedback & Operational Concerns



Britnee Endishee

*Tribal Relations Coordinator,
Tribal Relations
Office of the Director*

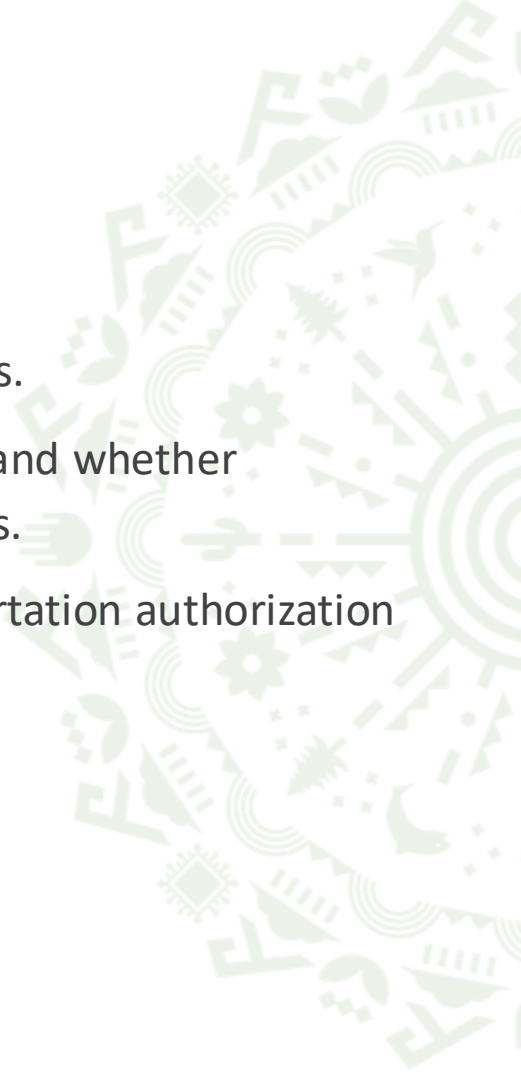
NEMT: Tribal Partner Feedback & Operational Concerns

- Top Issues Identified:
 - Prior authorization delays and denials
 - Transportation interruptions due to payment disputes
 - Confusion over roles and responsibilities



NEMT: Prior Authorization

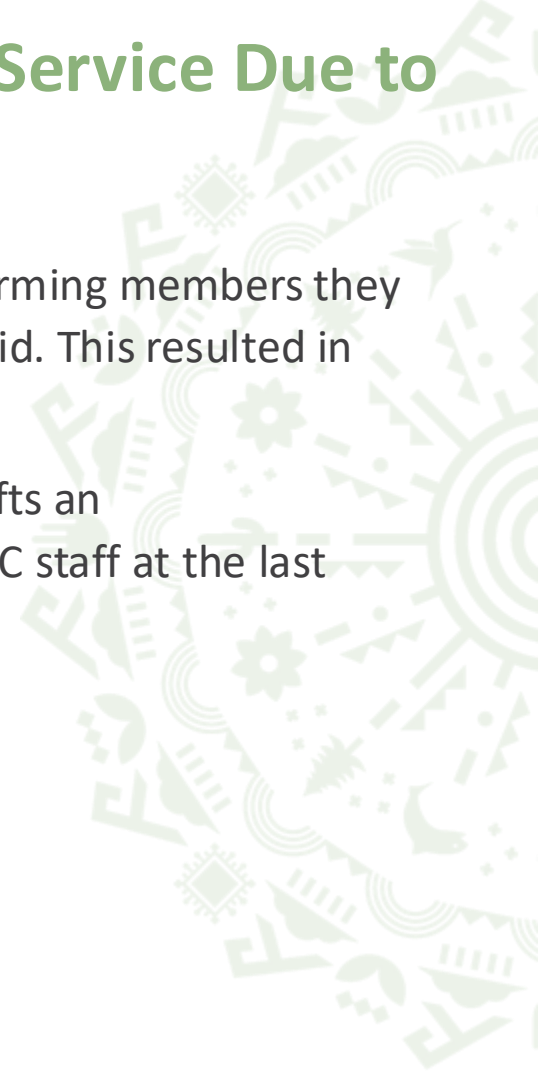
- NEMT prior authorizations pending for extended periods.
- Referrals being considered "outdated," resulting in NEMT denials.
- Questions regarding how frequently referrals must be renewed and whether continuation-of-care referrals can remain valid for longer periods.
- Patients rescheduling or missing appointments because transportation authorization requirements are unclear or delayed.



NEMT: Transportation Providers Refusing Service Due to Payment Issues

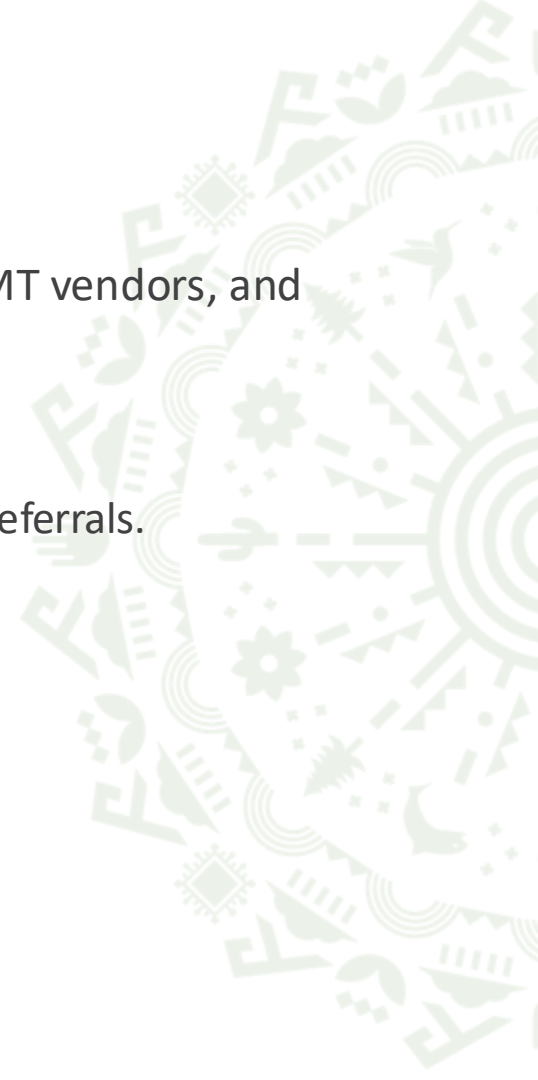
A significant issue identified involved transportation providers informing members they would not receive future rides because prior trips had not been paid. This resulted in transportation interruptions and concerns about access to care.

- "This creates a significant barrier to care for the patient and shifts an administrative/payment issue to the patient and our clinical/PRC staff at the last minute."



Vendor and Operational Challenges

- Relationships between Tribal facilities, AHCCCS, third-party NEMT vendors, and managed care entities.
 - NEMT relying heavily on facility on administrative tasks.
 - Repeated documentation requests, appointment verification, referrals.
- Operational expectations and responsibilities of each party.
 - Need for clearer coordination between vendors and facilities.



NEMT: Tribal Feedback Themes

- NEMT repeatedly raised during Tribal consultations
- Major access concerns for Tribal Communities
- Need for Technical Assistance Training
 - Streamline prior authorization process.
 - Clarify referral validity requirements.
 - Identify common barriers for provider payment process.
- Need for Improved Communication and Transparency.
 - Improve coordination with Tribal Partners.



Open Discussion



AHCCCS NEMT Policy



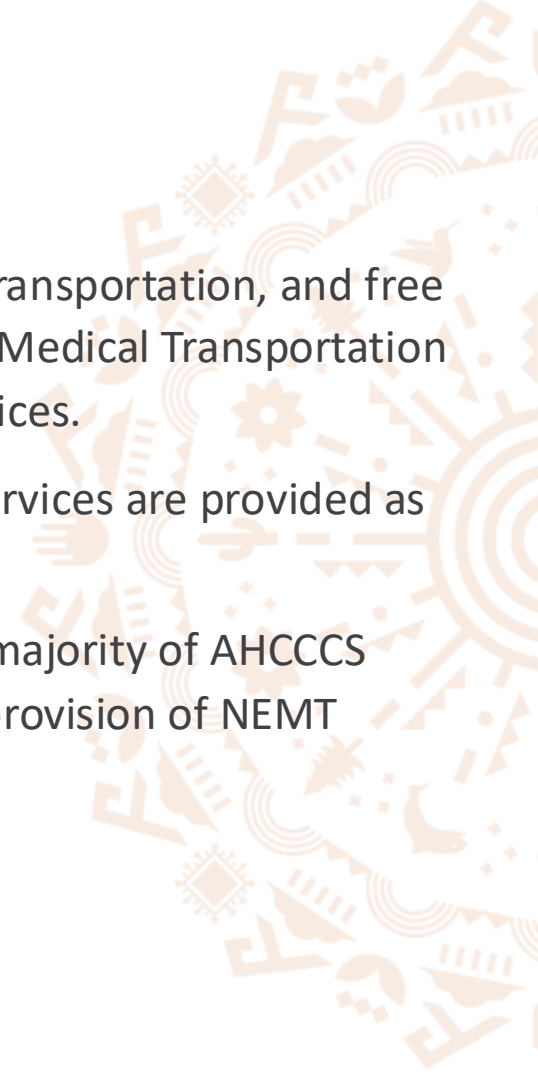
Christina Quast
*Assistant Director
Division of Managed Care*



Campbell Small,
*Whole Person Care Research and Project
Specialist –
BAC Administration
Division of Managed Care*

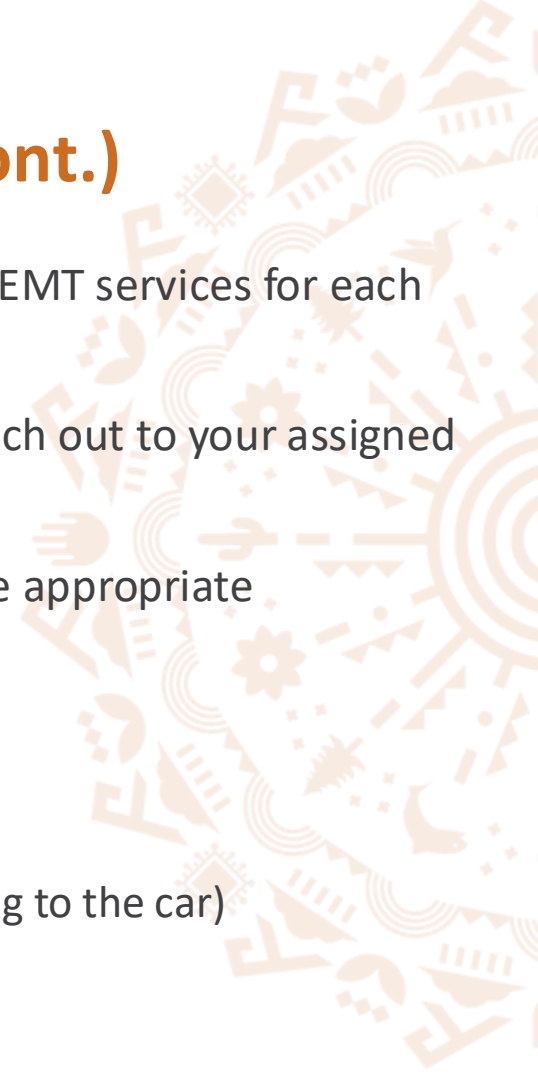
Non-Emergency Medical Transportation

- If a member is unable to provide, secure, or pay for their own transportation, and free transportation is not available, AHCCCS covers Non-Emergency Medical Transportation (NEMT) services to and from covered medically necessary services.
- AHCCCS requires its contracted health plans to ensure NEMT services are provided as appropriate.
- The specific method of providing NEMT services may vary, the majority of AHCCCS contracted health plans contract with an NEMT Broker for the provision of NEMT services.



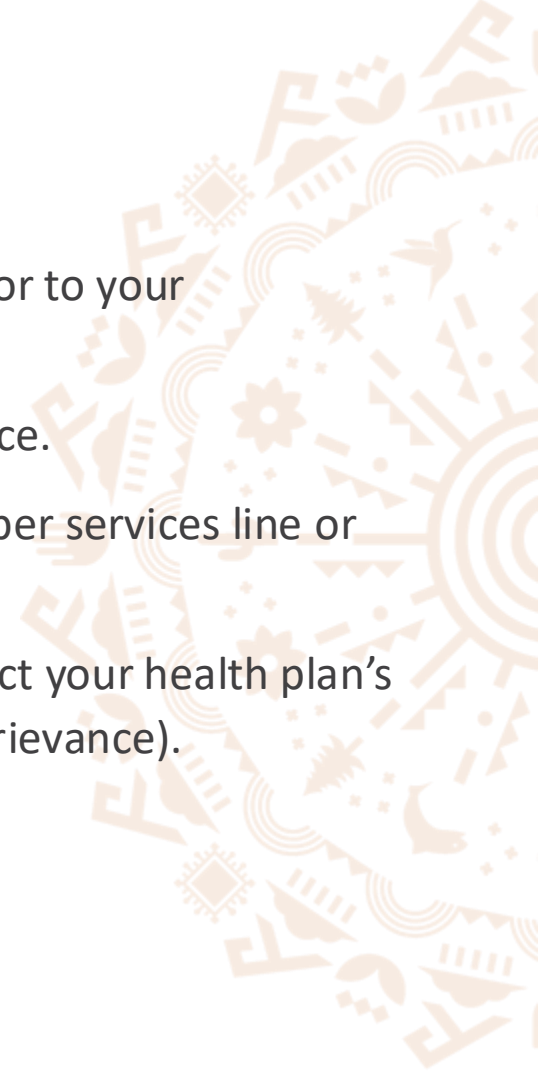
Non-Emergency Medical Transportation (cont.)

- Member handbooks provide information on how to schedule NEMT services for each health plan.
- If you are unsure how to AHCCCS the NEMT service benefit, reach out to your assigned health plan.
- When calling to schedule NEMT services, remember to have the appropriate information available:
 - Member name, AHCCCS ID number, and date of birth
 - Date, time, and location of the appointment
 - Any specific travel needs (e.g. wheelchair, stretcher, help getting to the car)



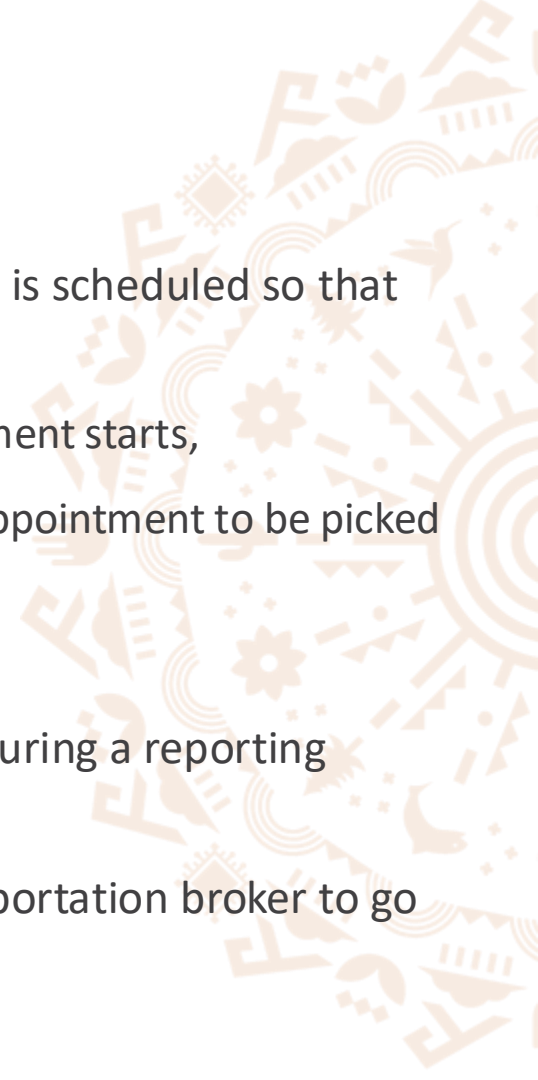
NEMT Helpful Tips

- If possible, call to schedule the NEMT service at least 3 days prior to your appointment.
- Be clear on your needs when calling to schedule an NEMT service.
- If a ride needs to be cancelled, contact your health plan's member services line or NEMT broker line.
- If you have concerns around the NEMT services received, contact your health plan's member services line to file a complaint (also referred to as a grievance).



NEMT Monitoring

- AHCCCS requires the health plans to ensure that transportation is scheduled so that the member:
 - Arrives on time but no sooner than 1 hour before the appointment starts,
 - Has to wait no more than 1 hour after the completion of the appointment to be picked up, and
 - Is not picked up prior to the completion of the appointment.
- Health plans are to ensure 95% of all NEMT services provided during a reporting quarter are completed timely.
- Health plans have regular meetings with their contracted transportation broker to go over metrics.



NEMT Monitoring (cont.)

- Health plans are required to perform monthly monitoring of transportation brokers' compliance with timeliness requirements, and require corrective actions if standards are not met
- Health plans report the number of complaints received regarding NEMT services to AHCCCS monthly.
- Health plans report on the timeliness of NEMT trips to AHCCCS quarterly
- AHCCCS holds a cross-divisional NEMT Committee monthly to collaborate, identify and work on issue resolution related to the provision of NEMT services, including recommendations of policy and operational improvements.



310-BB - TRANSPORTATION

EFFECTIVE DATES: 10/01/94, 07/01/18, 07/01/19, 10/01/21, 07/01/22, 09/27/24, 08/15/25

APPROVAL DATES: 02/18/98, 10/01/99, 10/01/01, 11/01/04, 10/01/08, 03/01/12, 05/17/18, 02/07/19, 04/01/21, 10/07/21, 04/07/22, 08/06/24, 05/21/25

I. PURPOSE

This Policy applies to ACC, ACC-RBHA, ALTCS E/PD, DCS CHP (CHP), DES DDD (DDD) Contractors; Fee-For-Service (FFS) Programs including: the American Indian Health Program (AIHP), Tribal ALTCS, TRBHA, and all FFS populations, excluding Federal Emergency Services Program (FESP). (For FESP, refer to AMPM Chapter 1100). This Policy establishes requirements for coverage of transportation.

II. DEFINITIONS

Refer to the [AHCCCS Contract and Policy Dictionary](#) for common terms found in this Policy.

For purposes of this Policy, the following terms are defined as:

ALTERNATIVE DESTINATION PARTNER	An AHCCCS registered provider, such as a Federally Qualified Healthcare Center/Rural Health Clinic (FQHC/RHC), primary care doctor, specialist, behavioral health center or urgent care clinic.
--	---

III. POLICY

A. AHCCCS COVERED TRANSPORTATION SERVICES

AHCCCS covers transportation within certain limitations for all members based on member age and eligibility, as specified in AAC R9-22-211. The covered transportation services include:

1. Emergency transportation.
2. Medically necessary non-emergency transportation.
3. Medically necessary maternal and newborn transportation through the Maternal Transport Program and the Newborn Intensive Care Program.
4. Medically necessary transportation under the Emergency Triage, Treat, and Transport (ET3) program.



NEMT Resources

- [AHCCCS Medical Policy Manual \(AMPM\) 310-BB](#) outlines the specific requirements around the NEMT benefit.
- [AHCCCS Contractor Operations Manual \(ACOM\) 417](#) outlines transportation timelines requirements and related reporting.
- NEMT One-Pager
<https://azahcccs.gov/AHCCCS/Downloads/NEMT.pdf>



Open Discussion



Listening Session with Members



Circling Back: Actionable Improvements and Next Steps

- Based on the information that you have heard today in this listening session what are two things for AHCCCS to improve for NEMT? Please provide your responses in the chat.
- A summary of the improvements will be shared with the BAC and SMAC at future meetings.
- The BAC Administration team will work with internal NEMT Subject Matter Experts and leadership on the top two improvements that are identified from today's session.



**Thank You and
Have a Great Day!**