Non-Emergency Medical Transportation (NEMT) Update
Independent Tribal Providers & Direct Care Service Agencies Update
NEMT Changes

• Background:
  ▪ High error rate during CMS audit and tribal concerns
  ▪ Workgroup formed – Tribal representatives
  ▪ Workgroup submitted recommendations for change

• NEMT Implementation Plan:
  ▪ Phase 1 is being implemented
Tribal Outreach

- Tribes informed via Tribal Consultation meetings.
- Information distributed by AHCCCS Tribal Relations Office
- Regional Tribal Broker Forums
  - July 21, 2014, 1-3 pm, Phoenix
  - July 24, 2014, 10-12 pm, Tucson
  - July 31, 2014, 12-2 pm, Flagstaff
    (see Forum Handout)

Reaching across Arizona to provide comprehensive quality health care for those in need
NEMT Broker Model

**Broker:**

- Operate statewide.
- Manage the Medicaid transportation program for Fee-for-Service members.
- Will not provide NEMT services.
- Contract with Providers to complete the services.
- Required to have appropriate Tribal support staff.
NEMT RFP Update

Process:
• Request For Information (RFI)
  ▪ 6 NEMT Vendors made presentations-narrowed to 3
• Selection of Broker via RFP Process
• Timeline:
  ▪ October 1, 2014 - Publication of RFP
  ▪ December 3, 2014 - Proposals due
  ▪ March 1, 2015 - Contract awarded
  ▪ September 1, 2015 - Broker Services Start Date
Expected Outcome

• Accountability and oversight.
• Better service to AHCCCS members.
• Tribes can determine their own network of Providers—internal or external.
• Tribal business licenses required for Providers operating on tribal lands.
• Tribes can more readily resolve NEMT issues with the assistance of a Broker.
## NEMT Providers

<table>
<thead>
<tr>
<th>County</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apache</td>
<td>24</td>
</tr>
<tr>
<td>Mohave</td>
<td>4</td>
</tr>
<tr>
<td>Cochise</td>
<td>2</td>
</tr>
<tr>
<td>Navajo</td>
<td>15</td>
</tr>
<tr>
<td>Coconino</td>
<td>13</td>
</tr>
<tr>
<td>Out-of-State</td>
<td>7</td>
</tr>
<tr>
<td>Gila</td>
<td>1</td>
</tr>
<tr>
<td>Pima</td>
<td>25</td>
</tr>
<tr>
<td>Graham</td>
<td>1</td>
</tr>
<tr>
<td>Pinal</td>
<td>3</td>
</tr>
<tr>
<td>La Paz</td>
<td>2</td>
</tr>
<tr>
<td>Yavapai</td>
<td>3</td>
</tr>
<tr>
<td>Maricopa</td>
<td>86</td>
</tr>
<tr>
<td>Yuma</td>
<td>1</td>
</tr>
</tbody>
</table>

List of all registered NEMT Providers at AHCCCS website:

NEMT Contact

- Rebecca Fields, Deputy Assistant Director DFSM, rebecca.fields@azahcccs.gov, (602) 417-
- Bonnie Talakte, Tribal Liaison, bonnie.talakte@azahcccs.gov, (602) 417-4610
Questions?
Independent Tribal Providers & Direct Care Service Agencies

Reaching across Arizona to provide comprehensive quality health care for those in need
Independent Tribal ALTCS Providers

- Background:
  - Past Direct Care Service Agencies were limited in number on reservations.
  - As an alternative, AHCCCS allowed independent Providers to operate on reservations if they met the qualifications.
  - Lack of oversight and training of IP’s was a concern to AHCCCS and Tribes.
  - Workgroup was formed—Tribal Representation
Proposed Model

- Managed Care: Contract with Direct Care Service Agencies
  - Will provide employment, oversight, training and other benefits for Independent Tribal Providers (ITP).
  - Impacts 8 Tribes utilizing 446 ITP’s statewide.
- Options for Tribes and Independent Providers:
  - IP’s can utilize Direct Care Service Agencies for employment.
  - Tribes can establish tribally owned and operated Direct Care Service agencies.
Tribal Outreach

• DHCM-ALTCS Unit:
  o Tribal Consultation meetings.
  o Regional Forums with Tribes, Independent Tribal Providers and Direct Care Service Agencies (North, Central and South regions of state, see Handout).
  o Upon request will schedule meetings with individual tribes.

• Transition Completion Date: December 2014
Contact Information

• Division Health Care Management-ALTCS Unit:
  - Debbie Reichow, Medical Management Manager, debbie.reichow@azahcccs.gov, (602) 417-4097
  - Virginia Rountree, Operations Administrator, virginia.rountree@azahcccs.gov, (602) 417-4122
  - Melissa Arzabal, Case Management Program Manager, melissa.arzabal@azahcccs.gov, (602) 417-4145,
Questions?

Reaching across Arizona to provide comprehensive quality health care for those in need
Thank You