## Non-Emergency Medical Transportation Update



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# Background

- Due to an unacceptable high error rate during a recent CMS audit the Agency has made several changes for program integrity and oversight.
- AHCCCS currently has approx. 190 registered non-emergency medical transportation provider's.
- AHCCCS has suspended several provider's for credible allegation of fraud
- NEMT services account for an annual spend of 65M. NEMT provider type accounts for 43M of this total, other provider types billing for this service include Attendant care agencies and mental health clinics.
- Tribal workgroup developed in June 2013 to recommend changes



### Changes for NEMT

- - new or re-enrolling providers must complete the online training module and submit the training certificate in order for their applications to be processed
  - Trip tickets required

  - New Documentation Requirements
     Copy of registration for each vehicle (new)
  - Companies submit copies of insurance for each vehicle. Upon expiration an updated copy of insurance must be submitted to AHCCCS Proof of vehicle insurance for individual's not employed by a company For metered vehicles a copy of licensure from the Department of Weights and Measures is required
- 8/1/13
  - · Claims submitted without trip tickets are denied



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### Changes for NEMT (con't) Site visits • 11/1/13 Notice given regarding gift and snack cards DOB added to trip tickets • 2/12/14 · Federally registered vehicle internal policy update • 4/1/14 NEMT providers required to have a Tribal business license (IHS/638 providers are recently involuers required to have a timoa dosiness necesses (instead providers c exempt) Requirement of a logo or company name on each vehicle Checking each driver on Federal database for criminal activity/traffic violations Verify Tribal business licenses with the Tribe AHCCCS will be re-certifying all existing NEMT provider and preforming site visits ensuring requirements are being met

## **Additional Proposed Changes**

- Requiring NEMT providers to obtain new vehicles once they reach 80,000 miles
- Require each driver to take training on proper member transportation and treatment
- Requiring each driver to have CPR and first aid every two years and HIPAA training annually
- · Requiring drivers to take random drug tests

Please note that no implementation date has been set for these recommendations



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#### **NEMT RFI**

- · RFI Issued for an NEMT broker

- 6 Vendors responded

   Medical Transportation Management (MTM)

   Logisticare

   Total Transi

   Veolia Transportation

   Access/Care

   National Medical Transport

- Questions for vendors

  What types of vehicles are used for general and special populations?

  How would you operationalize transportation services?

  Are different approaches utilized for urban vs. rural populations?

  How would the vendor ensure appropriate billing and tracking of mileage?

  Describe the workflow of an approval for transportation

  Described the population and widely utilized services in rural area and on Tribal lands
- 3 Vendor demonstrations March 2014



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#### **NEMT Broker Model**

- AHCCCS would require that the broker have appropriate Tribal liaison staff support
- The broker will be statewide and will manage the Medicaid transportation program for Fee
- The AHCCCS broker will not be a provider of NEMT services but will contract with providers to complete these service
- Broker will be responsible for authorizing transportation services and will coordinate appropriate transportation for member appointments and may also utilize public transportation
- Broker will establish type of transport, such as wheelchair van, and contact a provider in the members service area to transport the member.
- Establish a single point of contact for members to request transportation and members will



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### **AHCCCS Expectations**

- More accountability
- Better service to our members
- Cultural awareness
- □ Tribal ability to have significant input on the network
- □ Tribes/members would have the opportunity to escalate issues with the broker and AHCCCS
- Appropriate broker network working in collaboration with the Tribes



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#### **NEMT Broker Model**

Providers that can complete these services and be part of the network are providers who are registered with AHCCCS and who meet the requirements of the broker. Requirements could

- No disqualification from Medicaid participation
- Maintain driver's license and insurance requirements Driving records check
- Criminal background check
- Drug testing/finger printing Required training (First Aid, passenger training)
- Safety equipment in vehicles
- Appropriate signage
- Specific requirements based on type of vehicle
- Site visits

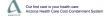
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| NEI   | MT RFP T                       | imeline                                      |
|---|--------------------------------|--|
|   | July 1, 2014 - August 29, 2014 | RFP/ scope of work development               |
|   | August 29, 2014                | RFP document final                           |
|   | September 1-30, 2014           | CMS approval of RFP (30 days)                |
|   | October 1, 2014                | Publication of RFP                           |
|   | October 23, 2014               | Questions from Offerors due                  |
|   | October 23-October 30          | AHCCCS gathers answers to questions          |
|   | October 31, 2014               | Solicitation Amendment posted with answers   |
|   | December 3, 2014               | Proposals Due                                |
|   | December 4 -31, 2014           | Evaluation of Proposals                      |
|   | January 5-16, 2015             | Vendor Presentations                         |
|   | January 19-30, 2015            | Final scoring and Recommendation for award   |
|   | February 1-28, 2015            | Send to CMS for Review and Approval of Award |
|   | March 1 2015                   | Award  |
|   | March - August                 | Implementation Period                        |
|   | September 1, 2015              | Contracted NEMT services begin               |
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## **Tribal Impacts**

- Potentially new providers rendering NEMT services for Tribal members may request Tribal business license
- Issuance of Tribal business license's will still be requirement for providers
- Relationship building with broker
- Requirements of the broker to be a provider



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### **NEMT Providers**

Maricopa-86

Apache-24 Mohave-4
Cochise-2 Navajo-15
Coconino-13 Out of State-7
Gila-1 Pima-25
Graham-1 Pinal-3
La Paz-2 Yavapai-3

AHCCCS has posted a list of all registered NEMT providers to our website at:

Yuma-1

http://www.azahcccs.gov/commercial/NEMTProviders.aspx



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