



Nevada Medicaid Request for Public Engagement on Considerations to Non-Emergency Transportation Services Procurement

The Division of Health Care Financing and Policy, often known as Medicaid, is responsible for providing Non-Emergency Transportation (NET) to medically necessary services that are covered by Medicaid. To accomplish this requirement, Nevada Medicaid contracts with a vendor to “broker” non-emergency transportation services using a variety of providers and modes of transportation throughout the State.

The current Medicaid NET broker contract expires June 30, 2021, and the Division intends to issue a new Request for Proposal (RFP) for NET services in August 2020. The purpose of this notice is to request public engagement on items that should be considered in the RFP. Over the next few weeks, stakeholder comments and feedback will be gathered to aid in the development of the new RFP for the next NET broker contract period. The goal is utilize stakeholder input to continue improvement of our non-emergency transportation services to eligible Nevada Medicaid enrollees.

The proposed items and initiatives under consideration by the Division are merely suggestions to be considered while developing the NET RFP and are not final policy decisions or final RFP elements.

We invite feedback and comments on the following areas of interest.

1. Utilize Transportation Network Companies

Allow the Medicaid NET broker to utilize transportation network companies as a mode of transportation. This would be a cost-effective mode and help fill the gap with on-demand trips and last-minute cancellations.

2. Reduce the time span to provide for urgent trips such as hospital discharges

Shortening the time frame 8 hours to 3 hours to provide transportation for urgent trips such as hospital discharges.

3. Shorten the advance notice requirement for requesting non-urgent trips

Changing the requirement to schedule a ride from at least five (5) days prior to (3) days' notice for all non-urgent, routine trips. This would also align with the Regional Transportation Commission (RTC) paratransit scheduling window.

4. Requiring the NET broker to not utilize public transportation for high-risk pregnancy recipients

Allowing the NET broker to bypass public transportation for recipients who are considered to have a high-risk pregnancy or recipients who are past their eighth month of pregnancy.

5. Streamline RTC paratransit ride requests in Northern Nevada

Requiring a streamlined process in Northern Nevada for paratransit-certified Medicaid recipients to only have to call the NET broker to schedule a ride. This will eliminate the two separate phone calls a recipient must make to the NET broker and Washoe County RTC ACCESS to schedule transportation.

6. Allow meals and lodging reimbursement

Requiring the NET broker to cover meals and lodging reimbursement for recipients and escorts for out-of-area trips.

Compared to past procurements, the Division's expectations have increased for successful bidders of the NET RFP. The Division is looking for vendors experienced with delivering non-emergency transportation services with which it can partner to realize the Division's mission and program objectives through providing quality transportation services and ultimately improve the health of eligible Medicaid enrollees in Nevada.

Feedback on this notice in general and specifically these items should be submitted to the Division in writing by **5:00pm Monday, July 13, 2020** via transportation@dncfp.nv.gov. There will be no acknowledgement by the Division of receipt of the comments. Acceptance of comments places no obligations of any kind upon the Division. Furthermore, when submitting comments and feedback to this notice, commenters should clearly identify themselves and their affiliation, the item to which their comments are referring, and applicable program policy and/or requirements to which they are responding. Commenters are not required to address all the items in this notice. The Division may publish feedback received to the public at-large via the Division's internet website, dncfp.nv.gov.

Providing comments in response to this letter will not prohibit interested parties from responding to any future procurements.