



JIM GIBBONS  
Governor

STATE OF NEVADA  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF HEALTH CARE FINANCING AND POLICY

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MICHAEL J. WILLDEN  
Director

CHARLES DUARTE  
Administrator

October 14, 2009

MEMORANDUM

TO: Michael J. Willden, Director  
Department of Health and Human Services

FROM: Charles Duarte, Administrator   
Division of Health Care Financing and Policy

SUBJECT: Yerington Paiute Tribe Issue with Logisticare

Please find attached a letter for your signature to Elwood L. Emm, Tribal Chairman, Yerington Paiute Tribe. This letter to Mr. Emm acknowledges your receipt of his letter and states that the DHCFP and Logisticare are working with the appropriate Tribal staff to resolve all issues. It further offers to provide him with a copy of the formal response from Logisticare as soon as one is received by the Division.

Division Staff and Logisticare have contacted the Yerington Paiute Tribe Health Director, Mr. Holloway, and tribal clerk Jocelyn Rubio, to identify all the issues. The problems seem to surround a lack of consistency in the amount of payments for identical services. Logisticare has requested copies of all claims in question and should have a formal response to us in a few days. Once we receive and review Logisticare's formal response I will forward a copy to you and have staff send copies to Mr. Emm, Mr. Holloway, and Ms. Rubio.



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October 14, 2009

Mr. Elwood L. Emm, Tribal Chairman  
Yerington Paiute Tribe  
171 Campbell Lane  
Yerington, NV 89447

Dear Mr Emm,

This letter is in response to your recent correspondence regarding non emergency transportation reimbursement issues with Logisticare.

Staff at the Division of Health Care Financing & Policy (DHCFP) has contacted Mr. Holloway, Health Director for the Yerington Paiute Tribe and Jocelyn Rubio, the optometry clerk who was identified as tribal staff most familiar with these discrepancies.

Logisticare has also contacted Ms. Rubio to enter into a discussion of the situation and to offer further training on certain billing and payment policies. They have also requested specific documentation from Ms. Rubio to confirm other errors that may require policy or procedure correction by Logisticare. Currently Logisticare is awaiting these documents before providing a final report on this complaint and submitting a plan of any corrective action they may need to take. Upon receipt of their final report I will have a copy forwarded to your attention and to Mr. Holloway by the appropriate DHCFP staff.

The DHCFP and Logisticare are committed to a smooth working relationship with the Yerington Paiute Tribe. You are always welcome to contact my office, but it may be more expedient for you to contact the Division's Non Emergency Transportation program lead, Greg Tanner, if any further problems should arise. Mr. Tanner can be reached by telephone at (775) 684-3708 or by email at [gtanner@dhcfp.nv.gov](mailto:gtanner@dhcfp.nv.gov). Mr. Tanner reports directly to the Chief of Business Lines, John Whaley, (775) 684-3691.

Sincerely

Michael J. Willden  
Director, Department of Health and Human Services

Cc: Charles Duarte, Administrator, Division of Health Care Financing and Policy  
Elizabeth Aiello, Deputy Administrator, Division of Health Care Financing and Policy  
John Whaley, Chief, Business Lines Unit, DHCFP