

## TRANSPORTATION

The State of Nevada Division of Health Care Financing and Policy (DHCFP) provides emergency medical transportation, **non-emergency secure behavioral health transport** and non-emergency transportation (NET) of eligible recipients to and from Nevada Medicaid covered services in accordance with 42 CFR440.170, 42 CFR431.53, 45 CFR92.36.

Emergency medical transportation services are covered to the nearest, appropriate Medicaid health care provider or appropriate medical facility capable of meeting the recipient's medical needs, in an emergent situation, when other methods of transportation are contraindicated. Emergency medical transportation may be provided via ground or air ambulance transport. These services do not require prior authorization.

Ground ambulance emergency medical transportation claims for all Nevada Medicaid recipients; ~~including Managed Care Organization (MCO) enrolled recipients~~, must be submitted to Nevada Medicaid's fiscal agent.

Air ambulance transportation claims for Nevada Medicaid recipients enrolled in Fee-for-Service Medicaid, must be submitted to Nevada Medicaid's fiscal agent. For recipients enrolled in MCO, claims for air ambulance transportation are to be submitted to the MCO in which the recipient is enrolled.

**Non-emergency secure behavioral health transport services means the use of a motor vehicle, other than an ambulance or other emergency response vehicle, that is specifically designed, equipped and staffed by an accredited agent to transport a person alleged to be in a mental health crisis or other behavioral health condition, including those individuals placed on a legal hold. All Nevada Medicaid recipients are eligible for non-emergency secure behavioral health transports. These services do not require prior authorization.**

NET services are provided to all eligible Nevada Medicaid recipients under a contract with a broker who:

1. Is selected through a competitive bidding process based on the state's evaluation of the broker's experience, performance, references, resources, qualifications and costs;
2. Has oversight procedures to monitor recipient access and complaints and ensures the transportation personnel are licensed, qualified, competent and courteous;
3. Is subject to regular auditing and oversight by the state in order to ensure that quality of the transportation services provided and adequacy of recipient access to medical care and services;
4. Complies with such requirements related to prohibitions on referrals and conflict of interest as the Secretary shall establish.

The State assures that the NET Broker itself is not a provider of transportation. The NET broker may not hold ownership in any NET provider with whom the broker subcontracts or arranges NET through a non-contractual relationship. This prohibition applies to the corporation, if the broker is incorporated and to the owners, officers or employees of the broker.

The State of Nevada assures the availability of medically necessary transportation to and from medical providers for eligible Medicaid recipients in the following ways:

1. Eligible Medicaid program recipients are informed verbally and in writing of the availability of non-emergency transportation services by the Nevada Medicaid contracted Transportation Broker.
2. NET is contracted by a broker to provide transportation to medically necessary covered services statewide 24 hours a day, seven days per week, including weekends and holidays. The NET broker operates within all applicable Federal, State and local laws.
3. All NET services require prior authorization by DHCFP's NET broker with the exception of NET services provided by Indian Health Services (IHS) clinics. The NET broker is required to authorize the least expensive alternative conveyance available consistent with the recipient's medical condition and needs.
4. The NET broker will facilitate rides for recipients requiring door-to-door transport (Paratransit). The DHCFP will reimburse the Regional Transportation Commission (RTC) directly for any costs incurred for these services.

NET is not covered for recipients residing in a Nursing Facility (NF) setting requiring NET to and from Nevada Medicaid covered services. NET is the responsibility of the NF as NET is included in the NF all-inclusive per diem rates.

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Transportation services must be:

1. Medically necessary;
2. Only to and from Nevada Medicaid covered services;
3. Provided by the least expensive means available which is in accordance with the recipient's medical condition and needs;
4. To the nearest appropriate Medicaid health care provider or medical facility.

Covered transportation services may be provided by:

1. Charter air flight;
2. Commercial air;
3. Rotary wing;
4. Fixed wing;
5. Ground ambulance;
6. Air ambulance;
7. Secured non-emergency behavioral health transport
- ~~7.8.~~ Bus, local city;
- ~~8.9.~~ Bus, out of town;
- ~~9.10.~~ Para-transit – Public;
- ~~10.11.~~ Para-transit – Private;
- ~~11.12.~~ Private vehicle; and
- ~~12.13.~~ Taxi.

Travel expenses include:

1. The cost of the ambulance, taxicab, common carrier, or other appropriate means;
2. The cost of meals and lodging en route to and from medical care, and while receiving medical care;
3. An attendant's costs may be covered if an attendant is required to ensure the recipient receives required medical services.

Medicaid does not reimburse the costs of:

1. Non-emergency travel which had not been prior authorized;
2. Transportation to non-covered medical services; or
3. Ambulance charges for waiting time, stairs, plane loadings and in-town mileage;
4. Non-emergency transportation for recipients whose eligibility is pending at the time of transport.
5. No shows, where a ride does not occur.