

MEDICAID SERVICES MANUAL
TRANSMITTAL LETTER

April 14, 2021

TO: CUSTODIANS OF MEDICAID SERVICES MANUAL

FROM: JESSICA KEMMERER, HIPAA PRIVACY AND CIVIL RIGHTS OFFICER

SUBJECT: MEDICAID SERVICES MANUAL CHANGES
CHAPTER 1900 – Transportation Services

BACKGROUND AND EXPLANATION

Revisions to Medicaid Services Manual (MSM) Chapter 1900 – Transportation Services are being proposed to align with the requirements outlined in the upcoming contract held with the current Non-Emergency Medical Transportation (NEMT) vendor, Medical Transportation Management, Inc. (MTM). The proposed changes include renaming the service “Non-Emergency Transportation (NET)” to “Non-Emergency Medical Transportation (NEMT)” throughout the entire chapter. Transportation Network Companies are being added as an approved mode of transport under NEMT services. Transportation requests to the NEMT vendor because of a hospital discharge must now be provided within 3 hours of the request, reduced from 8 hours. Meal and lodging reimbursement are being added back in as a covered NEMT benefit. In addition, the exclusion of travel costs for attendants accompanying a recipient to and from a Residential Treatment Center (RTC) has been removed and will now be a covered benefit. Policy is also being updated to require recipients to request transportation to non-urgent appointments at least 3 days in advance instead of 5 days, and 14 days for out-of-area appointments instead of 21 days. The NEMT vendor may bypass the public transportation assessment process for recipients who are considered to have a high-risk pregnancy or are past their eighth month of pregnancy and should be authorized a higher mode of transport. Minor revisions are also being proposed to the emergency transportation policy section for clarity and improved readability.

Throughout the chapter, grammar, punctuation and capitalization changes were made, duplications removed, acronyms used and standardized, and language reworded for clarity. Renumbering and re-arranging of sections was necessary.

Entities Financially Affected: This proposed change affects the following provider types: Provider Type (PT) 32: Ambulance, Air or Ground; Nevada Medicaid’s NEMT vendor: MTM, Inc.

Financial Impact on Local Government: There is no anticipated financial impact on local government that is known at this time.

These changes are effective July 1, 2021.

MATERIAL TRANSMITTED
MTL <XX/XX> Transportation Services

MATERIAL SUPERSEDED
MTL <XX/XX> Transportation Services

Manual Section	Section Title	Background and Explanation of Policy Changes, Clarifications and Updates
1903.1	EMERGENCY MEDICAL TRANSPORTATION	Language reworded as “medical condition” instead of “physical emergency or behavioral health condition.” Changed “member” to “recipient”. Removed language regarding “serious physical harm to self or another person.” Removed language regarding prior authorization.
1903.1A(2)(c)	NON-IMMEDIATE MEDICALLY NECESSARY TRANSPORTS	Removed language regarding facility-to-facility transfer of SMI adult and examples of non-immediate medically necessary transports provided by NEMT broker.
1903.3	NON- EMERGENCY MEDICAL TRANSPORTATION (NEMT) SERVICES	Removed language regarding specific waiver services. Reworded language regarding ride scheduling for clarity. Rearranged order of NEMT modes, added Transportation Network Company as an approved mode.
1903.3A(1)	PROGRAM ELIGIBILITY CRITERIA	Language regarding ineligible recipients updated for clarity. Removed language regarding special payment arrangements with NEMT broker.
1903.3A(2)	QUALIFYING CONDITIONS	Introduction language reworded for improved readability. Removed reference to LRIs. Changed bus tickets to bus passes for consistency.
1903.3A(3)	SCHEDULING TIMEFRAMES	Added subsection titled “Scheduling Timeframes” to include language that local, non-urgent trips should be requested no less than 3 days in advance of appointment when possible; with moved language and new language specifying NEMT that should be scheduled in advance versus same day services. Removed repetitive language regarding level of care exceeding scope of services of an EMT basic and reference to NCU funds.
1903.3A(4)(b)	SPECIAL POPULATIONS	Added language that certain Medicaid populations such as those with an intellectual disability can be allowed to select their preferred NEMT provider

		within authorized mode. Added language that the NEMT vendor may bypass public transportation for high risk pregnancy patients or patients past eighth month of pregnancy and may authorize higher mode. Language added to specify EMO recipients may utilize NET only if they are authorized for Dialysis services.
1903.3A(4)(c)	GAS MILEAGE REIMBURSEMENT	Changed term “volunteer drivers” to “non-professional community drivers”.
1903.3A(4)(e)	OUT-OF-AREA TRAVEL	Reduced requirement to request NEMT to out-of-area appointments from 21 days to 14 days in advance. Added language for meal and lodging reimbursement benefit and removed exclusion.
1903.3A(4)(f)	RURAL AREAS	Language added to specify authorization and scheduling for recipients living in rural areas will follow the standard scheduling process and will not be considered an out-of-area trip.
1903.3A(4)(g)	ATTENDANTS TO RECIPIENTS	Changed title to “Attendants to Recipients”. Changed “escort” to “attendant”. Removed language that meal reimbursement and lodging expenses are not a covered benefit for attendant or recipient. Removed reference to LRI, changed to “other adult.” Language regarding attendants for PCS recipients reworded for clarity. Language regarding adoptive/foster parents of foster/adopted children utilizing NEMT reworded for improved readability.
1903.3A(4)(h)	INPATIENT TREATMENT FACILITIES	Language regarding utilizing NEMT for purpose of therapeutic home passes condensed and reworded for improved readability. Removed exclusion of transportation costs not being covered for attendants accompanying recipients to/from a Residential Treatment Center (RTC) as it will now be covered. Added children in custody of Child Welfare as included out-of-state residents who may obtain NEMT
1903.3A(5)	NON-COVERED SERVICES	Deadheading definition reworded for clarity. “Escort” changed to “attendant.”

1903.3B **ASSESSMENT
AND
AUTHORIZATION
PROCESS**

Removed reference to LRI and added language to specify that family members, friends or community partners may request NEMT for a recipient.

1903.3D(g-j) **NEMT RECIPIENT
RESPONSIBILITY**

Removed reference to LRI to instead include “individuals scheduling on behalf of a recipient.”
Reduced requirement to request NEMT for local non-urgent appointments from 5 days to 3 days.
Added language to specify that paratransit rides must be requested from the NEMT vendor no more than 3 days in advance of the recipient’s medical appointment. Language regarding recipients being ready for scheduled ride reworded for clarity.