

Non Emergency Medical Transportation (NEMT)

*June 1, 2018 Implementation for Fee-for-
Service Members*

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning
05/23/2018



Who is Affected?

- *Fee for Service (FFS) Members, currently 285,803*
- *NEMT Transportation Providers*
- *Southeastrans (Broker)*



Why the Change?

- Efforts began in 2014 as a result of access challenges and program integrity findings of fraud, waste and abuse in transportation services.
- The goals of this procurement are to:
 - improve member experience,
 - improve driver and vehicle safety,
 - improve timeliness,
 - reduce fraud, waste and abuse, and
 - provide better oversight of transportation services.
- Process designed so that members do not have to search for a ride,
 - call one phone number and SET will schedule the ride.



Monitoring Activities

- FSSA has performance metrics for the broker and will monitor closely.
- The Broker will provide the State with data to monitor transportation services.
- There will be an increased monitoring of vehicle and driver safety requirements.
- State will conduct onsite monitoring visits.



Role of Southeastrans

- Act as the scheduler for and arrange Non-Emergency Medical Transportation (NEMT) trips for FFS Members
- Ensure provision of NEMT to eligible Members
- Establish a network of qualified Transportation Providers
- Operate a call center for Members
- Establish provider record keeping requirements and track and report NEMT utilization
- Provide reimbursement to the NEMT providers



When will this change take place?

- SET began taking calls May 14, 2018 making reservations for trips after June 1, 2018
- SET will begin servicing Indiana June 1, 2018
- There will be a 30 day transition period from June 1, 2018, to June 30, 2018



Transition Period

- IHCP-enrolled transportation providers will be able to continue accepting ride requests directly from FFS Medicaid members.
- Transportation providers will be responsible for verifying member eligibility and obtaining PA for trips if required.
- All transportation services rendered will be reimbursed through SET through EFT payments.
- Providers who render transportation services during the 30-day period, but are not contracted with SET must provide SET with an employer tax identification number, a W-9 tax form, and an ACH deposit form to support the electronic payments.



FAQs

Q.1. How does SET NEMT service interface with the current Indiana fee-for-service 9-1-1 downgrade policy?

A. Providers should follow the same 911 downgrade system as currently set forth by FSSA. SET will accept 911 downgrades and reimburse the providers per the rate schedule.



FAQ

Q.2. Are there new NEMT rates through SET?

A. Southeastrans' NEMT rate schedule is based on the FFS rate schedule. Each NEMT provider will need to sign a Southeastrans rate agreement detailing the appropriate rates.



FAQ

Q.3. Are hospital discharges excluded from NEMT?

A. No. Hospital discharges must be called into SET just like any other transport. SET will work closely with the hospital to find the closest, most appropriate provider to provide the transport and will work to respect current preferred provider relationships, where applicable.



FAQ

Q.4 Are interfacility transfers emergent or non-emergent?

A. Any non-emergent inter-facility transfer should be scheduled through SET. All emergent transfers should use 911 or the usual protocol for management of emergent transfers. SET does not broker any emergency transport services.

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FAQ

Q5. What phone number should I refer members to if they call me to schedule a trip?

A. The phone number call is 1-855-325-7586 or online at <https://member.southeastrans.com/>.



Questions?

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