

IDAHO MEDICAID TRANSPORTATION BROKERAGE FREQUENTLY ASKED QUESTIONS

Question	Answer
What is a transportation brokerage?	A transportation broker is a company that contracts with Medicaid to coordinate transportation benefits for Medicaid participants across the state.
Who is Medicaid's transportation brokerage?	Medicaid has contracted with American Medical Response (AMR), the company that operates the Access2Care transportation systems, for its transportation brokerage.
What does a transportation brokerage do?	Medicaid's transportation broker will: <ol style="list-style-type: none"><li data-bbox="751 678 1976 789">1. Operate a call center - Medicaid participants will call in to schedule a ride when they have no other means of accessing their Medicaid-covered medical care.<li data-bbox="751 813 1997 1003">2. Authorize transportation services - Based on information provided by participants, the broker will prior authorize appropriate non-emergent transportation services for them to access medical care when the they're unable to meet their own transportation needs or obtain help from friends, family, or community resources to meet those needs.<li data-bbox="751 1027 1934 1170">3. Assign participants to an appropriate provider for their transport - The broker will contract with transportation providers to create a statewide transportation network. The broker will assign one of its contracted providers to meet participants' needs once a ride is authorized.<li data-bbox="751 1195 1990 1377">4. Ensure high-quality transportation services are accessible to participants - The broker will monitor the transportation providers in the network to ensure that their vehicles are safe, their drivers are qualified and helpful, and that participants get to their medical appointments and services on time.

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When will these services begin?	The transportation brokerage will begin delivering services on September 1, 2010.
Will AMR provide services directly?	No. AMR will only coordinate services and will not operate any vehicles under this contract.
Why did Medicaid choose a brokerage?	A transportation broker can coordinate a network of providers to deliver improved services more efficiently and at a lower cost to Idaho taxpayers.
Will the brokerage contract with all current Medicaid transportation providers?	In many cases the brokerage will contract with the same providers that serve Medicaid participants now. However, the brokerage is not required to sign contracts with current providers and may choose to contract only with the providers that can meet the needs of Medicaid participants most efficiently in a given area.
Will rates for providers stay the same?	Not necessarily. The brokerage will pay rates that are adequate to ensure that high-quality transportation services are available to Medicaid participants when they are needed to access covered health care benefits.
Will I be able to continue to receive reimbursement as an individual transportation provider for my own transportation, or for a friend or family member's transportation?	The brokerage will continue to contract with many individual providers. However, if there are other transportation options in your area that can meet the participant's needs more efficiently, the brokerage may assign the participant one of those options rather than a ride through an individual transportation provider.
Will I be able to ride with the same provider that I have used in the past?	Many, but not all participants will be able to continue to use the same provider. Part of the purpose of using a brokerage is to coordinate transportation more efficiently and that may mean switching transportation providers for some or all of your appointments.

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<p>Does AMR provide transportation for developmental disability agency (DDA) services?</p>	<p>AMR will schedule transportation to and from a DDA location. Transportation incidental to DDA services delivered in a community setting is not a part of Medicaid's non-emergency transportation benefit and will not be scheduled by AMR.</p>																																
<p>Does AMR provide transportation for adult day care services?</p>	<p>No. Transportation to adult day care services may be arranged through the Bureau of Long Term Care or the Bureau of Developmental Disabilities as non-medical transportation. See the next question.</p>																																
<p>Is AMR involved with non-medical transportation services?</p>	<p>No. AMR does not arrange non-medical transportation services available through Aid to the Aged, Blind, and Disabled (AABD) or Developmental Disabilities (DD) waiver services. Call the numbers below to arrange for non-medical transportation benefits available through these waivers.</p> <p>Non-Medical Transportation Contact Information:</p> <table border="1"> <thead> <tr> <th data-bbox="709 829 806 857">Area</th> <th data-bbox="911 829 989 857">City</th> <th data-bbox="1163 829 1409 857">AABD Waiver</th> <th data-bbox="1451 829 1640 857">DD Waiver</th> </tr> </thead> <tbody> <tr> <td data-bbox="709 867 863 894">Region I</td> <td data-bbox="911 867 1136 894">Coeur d'Alene</td> <td data-bbox="1163 867 1423 894">(208) 769-1567</td> <td data-bbox="1451 867 1711 894">(208) 769-1588</td> </tr> <tr> <td data-bbox="709 904 863 932">Region II</td> <td data-bbox="911 904 1058 932">Lewiston</td> <td data-bbox="1163 904 1423 932">(208) 799-4430</td> <td data-bbox="1451 904 1711 932">(208) 799-3460</td> </tr> <tr> <td data-bbox="709 941 863 969">Region III</td> <td data-bbox="911 941 1052 969">Caldwell</td> <td data-bbox="1163 941 1423 969">(208) 455-7150</td> <td data-bbox="1451 941 1711 969">(208) 459-0092</td> </tr> <tr> <td data-bbox="709 979 863 1006">Region IV</td> <td data-bbox="911 979 1003 1006">Boise</td> <td data-bbox="1163 979 1423 1006">(208) 334-0940</td> <td data-bbox="1451 979 1711 1006">(208) 334-0900</td> </tr> <tr> <td data-bbox="709 1016 863 1044">Region V</td> <td data-bbox="911 1016 1073 1044">Twin Falls</td> <td data-bbox="1163 1016 1423 1044">(800) 736-3024</td> <td data-bbox="1451 1016 1711 1044">(208) 736-2182</td> </tr> <tr> <td data-bbox="709 1053 863 1081">Region VI</td> <td data-bbox="911 1053 1058 1081">Pocatello</td> <td data-bbox="1163 1053 1423 1081">(208) 239-6260</td> <td data-bbox="1451 1053 1711 1081">(208) 234-7900</td> </tr> <tr> <td data-bbox="709 1091 863 1118">Region VII</td> <td data-bbox="911 1091 1094 1118">Idaho Falls</td> <td data-bbox="1163 1091 1423 1118">(208) 528-5750</td> <td data-bbox="1451 1091 1711 1118">(208) 525-7223</td> </tr> </tbody> </table>	Area	City	AABD Waiver	DD Waiver	Region I	Coeur d'Alene	(208) 769-1567	(208) 769-1588	Region II	Lewiston	(208) 799-4430	(208) 799-3460	Region III	Caldwell	(208) 455-7150	(208) 459-0092	Region IV	Boise	(208) 334-0940	(208) 334-0900	Region V	Twin Falls	(800) 736-3024	(208) 736-2182	Region VI	Pocatello	(208) 239-6260	(208) 234-7900	Region VII	Idaho Falls	(208) 528-5750	(208) 525-7223
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