## 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?	<ol> <li>Operate a call center - Medicaid participants call in to schedule a ride when they have no other means of accessing their Medicaid-covered medical care.</li> <li>Authorize transportation services - Based on information provided from the participant, the broker prior authorizes appropriate non-emergent transportation services for the participant to access medical care when the participant is unable to meet their own transportation needs or obtain help from friends, family, or community resources to meet those needs.</li> <li>Assign the participant to an appropriate provider for their transport - The broker contracts with transportation providers to create a statewide transportation network. The broker will assign one of its contracted providers to meet participant's needs once a ride is authorized.</li> <li>Ensure high-quality transportation services are accessible to participants - The broker monitors 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.</li> </ol>				

Question	Answer			
When did these services begin?	The transportation brokerage began delivering services on September 1, 2010.			
Does AMR provide services directly?	No. AMR only coordinates services and will not operate any vehicles under this contract.			
Why did Medicaid choose a brokerage?	Transportation brokers can coordinate a network of providers to deliver improved services more efficiently and at a lower cost to Idaho taxpayers.			
Can I receive reimbursement as an individual transportation provider for my own transportation, or for a friend or family member's transportation?	Yes. Please contact AMR at 1.877.503.1261 to enroll as an individual transportation provider.			
What if I have a medical appointment outside of Idaho?	AMR assists with long distance travel and associated expenses such as lodging, meals & parking fees. A referral or medical documentation may be requested to support your transportation request. Please contact AMR at 1.877.503.1261			
Am I able to choose the provider I want to ride with?	You may request a specific provider but there is no guarantee that provider will be able to accommodate your trip. 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.			
Does AMR provide transportation for Children's Redesign Services?	AMR will schedule transportation for Habilitative Supports and Habilitative Intervention services.			
Does AMR provide transportation for developmental disability agency (DDA) services?	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.			
Does AMR provide transportation for adult day care services?	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.			

Question	Answer					
Is AMR involved with non- medical transportation services?	No. AMR does not arrange non-medical transportation services available through the Aged & Disabled (A&D) or Developmental Disabilities (DD) waiver services. Call the numbers below to arrange for non-medical transportation benefits available through these waivers.  Non-Medical Transportation Contact Information:					
	Area Region I Region II Region III Region IV Region V Region VI Region VII	City Coeur d'Alene Lewiston Caldwell Boise Twin Falls Pocatello Idaho Falls	<b>A&amp;D Waiver</b> (208) 769-1567 (208) 799-4430 (208) 455-7150 (208) 334-0940 (800) 736-3024 (208) 239-6260 (208) 528-5750	(208) 799-3460 (208) 459-0092 (208) 334-0900 (208) 736-2182		