

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 Veyo, for its transportation brokerage.
What does a transportation brokerage do?	<ol style="list-style-type: none">1. 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.2. 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.3. 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.4. 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.

Question	Answer
When did these services begin?	The transportation broker Veyo, began delivering services on July 1, 2016.
Does Veyo provide services directly?	No. Veyo 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 Veyo at 1.877.503.1261 to enroll as an individual transportation provider.
What if I have a medical appointment outside of Idaho?	Veyo 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 Veyo 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 Veyo provide transportation for Children's Redesign Services?	Veyo will schedule transportation for Habilitative Supports and Habilitative Intervention services.
Does Veyo provide transportation for developmental disability agency (DDA) services?	Veyo 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 Veyo.
Does Veyo 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																																
<p>Is Veyo involved with non-medical transportation services?</p>	<p>No. Veyo 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.</p> <p>Non-Medical Transportation Contact Information:</p> <table border="1"> <thead> <tr> <th data-bbox="716 477 877 509">Area</th> <th data-bbox="915 477 1045 509">City</th> <th data-bbox="1167 477 1402 509">A&D Waiver</th> <th data-bbox="1451 477 1646 509">DD Waiver</th> </tr> </thead> <tbody> <tr> <td data-bbox="716 516 877 548">Region I</td> <td data-bbox="915 516 1142 548">Coeur d'Alene</td> <td data-bbox="1167 516 1423 548">(208) 769-1567</td> <td data-bbox="1451 516 1707 548">(208) 769-1588</td> </tr> <tr> <td data-bbox="716 555 877 587">Region II</td> <td data-bbox="915 555 1058 587">Lewiston</td> <td data-bbox="1167 555 1423 587">(208) 799-4430</td> <td data-bbox="1451 555 1707 587">(208) 799-3460</td> </tr> <tr> <td data-bbox="716 594 877 626">Region III</td> <td data-bbox="915 594 1058 626">Caldwell</td> <td data-bbox="1167 594 1423 626">(208) 455-7150</td> <td data-bbox="1451 594 1707 626">(208) 459-0092</td> </tr> <tr> <td data-bbox="716 633 877 665">Region IV</td> <td data-bbox="915 633 1016 665">Boise</td> <td data-bbox="1167 633 1423 665">(208) 334-0940</td> <td data-bbox="1451 633 1707 665">(208) 334-0900</td> </tr> <tr> <td data-bbox="716 672 877 704">Region V</td> <td data-bbox="915 672 1079 704">Twin Falls</td> <td data-bbox="1167 672 1423 704">(800) 736-3024</td> <td data-bbox="1451 672 1707 704">(208) 736-2182</td> </tr> <tr> <td data-bbox="716 711 877 743">Region VI</td> <td data-bbox="915 711 1058 743">Pocatello</td> <td data-bbox="1167 711 1423 743">(208) 239-6260</td> <td data-bbox="1451 711 1707 743">(208) 234-7900</td> </tr> <tr> <td data-bbox="716 750 877 782">Region VII</td> <td data-bbox="915 750 1100 782">Idaho Falls</td> <td data-bbox="1167 750 1423 782">(208) 528-5750</td> <td data-bbox="1451 750 1707 782">(208) 525-7223</td> </tr> </tbody> </table>	Area	City	A&D 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
Area	City	A&D 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																														