

## IDAHO MEDICAID NON-EMERGENT MEDICAL TRANSPORTATION (NEMT) BROKERAGE FREQUENTLY ASKED QUESTIONS

Question	Answer
<b>What is a transportation brokerage?</b>	An NEMT broker is a company that contracts with Medicaid to coordinate NEMT benefits for Medicaid participants across the state.
<b>Who is Medicaid's transportation brokerage?</b>	Medicaid has contracted with Medical Transportation Management, Inc. (MTM), as the NEMT transportation brokerage.
<b>What will MTM do?</b>	<p>MTM will:</p> <ul style="list-style-type: none"> <li>• Operate a call center where Medicaid participants, family, care givers, case managers, etc. will call in to schedule a ride when the participant has no other means of accessing their Medicaid-covered medical care or needs assistance with reimbursement for transportation.</li> <li>• Authorize transportation services based on information provided from the participant, the broker will prior authorize appropriate NEMT 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 transportation needs. MTM will contract with transportation providers to create a statewide transportation network. MTM will assign one of its contracted providers to meet participant's needs once a ride is authorized.</li> <li>• MTM will ensure high-quality transportation services are accessible to participants. MTM will monitor the transportation provider network to ensure that participants get to their medical appointments timely, providers' vehicles are safe, and the drivers are credentialed and courteous.</li> </ul>
<b>When will MTM take over the NEMT services?</b>	MTM will take over responsibility as the NEMT broker on March 6, 2018.

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<b>Who is eligible for NEMT services with MTM?</b>	If you have full Medicaid benefits, you are eligible for NEMT services with MTM. NEMT services are provided to Medicaid eligible participants, who do not have access to another form of transportation, to get to their medical appointments.
<b>When can I contact MTM to schedule transportation?</b>	MTM's call center will start taking calls to schedule transportation on February 20, 2018. MTM can only schedule trips that will take place on or after March 6 <sup>th</sup> , 2018.
<b>Will I call the same phone number to schedule transportation with MTM?</b>	Yes. The phone number you currently call to schedule transportation, 1-877-503-1261, will be transferred over to MTM. Between February 20 <sup>th</sup> and March 5 <sup>th</sup> , when you call the phone number, you will have the option to either speak to Veyo, the current NEMT broker, or be transferred to MTM to schedule transportation for after March 6 <sup>th</sup> .
<b>Will MTM provide services directly?</b>	No. MTM will only coordinate services and will not operate any vehicles under this contract.
<b>Will MTM contract with all current Medicaid transportation providers?</b>	MTM will contract with many of the same providers that serve Medicaid participants now. However, MTM 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.
<b>Will I be able to ride with the same provider that I have used in the past?</b>	Many, but not all participants will be able to continue to use the same provider. If the NEMT provider you currently ride with chooses to not contract with MTM, they would not be able to provide transportation services for Medicaid participants.
<b>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?</b>	Yes. MTM will continue to contract with individual providers. MTM will reimburse individual providers at \$0.30 per mile.

Question	Answer
<b>Who should I contact at Medicaid if I have a question or concern about NEMT services?</b>	Please email: <a href="mailto:medicaidtransport@dhw.idaho.gov">medicaidtransport@dhw.idaho.gov</a> or call: 1-877-296-0509 or visit the Medicaid Transportation web page to fill out the online form at : <a href="https://healthandwelfare.idaho.gov/Medical/Medicaid/MedicalCare/MedicalTransportation">https://healthandwelfare.idaho.gov/Medical/Medicaid/MedicalCare/MedicalTransportation</a>
<b>What are my rights?</b>	Members shall have the right to file a grievance/appeal about any matter related to their services. All members will be provided a written notice when transportation is denied. The grievance/appeal procedure will be on the written notice. If you have questions about the grievance/appeal process, please call: 1-866-436-0457
<b>Is my personal contact and medical information secure?</b>	Yes. All Personal Health Information (PHI) provided directly to MTM is secure and confidential to the extent required by HIPAA.
<b>How far in advance do I need to call to schedule a ride?</b>	You must call at least two business days in advance for routine medical appointments. If your trip is urgent and can be verified urgent by your medical provider, MTM will set up your ride with less than two business days' notice.
<b>What do I do if I need help in another language?</b>	If you or someone you're helping needs assistance in another language, please call: 1-888-561-8747. There is no cost to you.
<b>Who should I contact at MTM if I have a complaint about my NEMT benefits?</b>	If you or someone you're helping has a complaint, please call MTM at:1-866-436-0457 or complete the MTM "Contact Us" online form <a href="http://www.mtm-inc.net/contact/">http://www.mtm-inc.net/contact/</a>
<b>How can I hear updates about the transition to MTM?</b>	Medicaid is currently holding calls on Monday's at 2:00pm MST for stakeholders who have questions or comments about MTM. If you would like to join, email the Medicaid staff at <a href="mailto:medicaidtransport@dhw.idaho.gov">medicaidtransport@dhw.idaho.gov</a>
<b>If my agency or facility is interested in providing NEMT services for our members, who do I contact?</b>	For anyone interested in providing NEMT services, please visit MTM's website at <a href="http://www.mtm-inc.net/healthcare/nemt/join-our-network/">http://www.mtm-inc.net/healthcare/nemt/join-our-network/</a>