

NON-MEDICAL TRANSPORTATION

Definition

Non-Medical Transportation services are offered, in addition to any medical transportation furnished under the 42 CFR 440.17(a) in the State Plan. Non-Medical Transportation services are available for individuals to access authorized HCBS and destinations that are related to a goal included on the child/youth's POC.

Service Components

Examples where this service may be requested include transportation to: HCBS that a child/youth was determined eligible to receive, a job interview, college fair, a wellness seminar, a GED preparatory class, etc. This service will be provided to meet the child/youth's needs as determined by an assessment performed in accordance with the State's requirements and as outlined in the child/youth's POC (Plan of Care).

The care manager must document a need for transportation to support an individual's identified goals. The Health Home Care Manager will include justification for this service within the Person-Centered POC. For individuals not enrolled in a Health Home, the Independent Entity or MCO Care Manager will be responsible for completing documentation of which goals in an individual's POC to which the trips will be tied. For each participant utilizing Non-Medical Transportation, the Transportation Manager will provide a monthly report of authorized trips to the State.

Limitations/Exclusions

Generally, the same rules used to determine reimbursement of trips to medical appointments should be followed when considering reimbursement of non-medical trips for eligible participants. Only those services not reimbursable under the Community First Choice Option (CFCO) State Medicaid Plan will be reimbursable under the HCBS Waiver.

The following guidelines apply to Non-Medical Transportation:

- **Transportation must be tied to a goal in the POC**
- Transportation is available for a specified duration
- Individuals receiving residential services are ineligible for Non-Medical Transportation
- Use transportation available free of charge
- Use the medically appropriate mode of transportation
- Travel within the common marketing area
- When possible, trips should be combined
- Justify need for travel outside the common marketing area

Vouchers submitted for personal vehicle mileage reimbursement must be submitted within 90 days of the date of service. Only when there are extenuating circumstances will the Department

allow payment for trips that are submitted after the 90-day time period. These requests will be considered on a case-by-case basis provided valid justification is given.

Reimbursement for travel can be denied when the destination does not support the participant's integration into the community.

A participant's POC outlines the general parameters of his or her Non-Medical Transportation needs. However, these needs can change or be amended based upon the participant's stated goals and/or successful ongoing integration into the community.

Certification/Provider Qualifications

Agencies interested in providing Non-Medical Transportation must be enrolled in the FFS program as a current Medicaid Transportation Provider. Please see the following links on information on Medicaid Transportation:

Link to transportation manuals:

<https://www.emedny.org/ProviderManuals/Transportation/index.aspx>

Link to transportation provider enrollment application:

<https://www.emedny.org/info/ProviderEnrollment/transportation/index.aspx>

Roles Related to a Participant's Access to Non-Medical Transportation

The following roles and guidelines serve to inform the Health Home Care Manager, Managed Care Organization (MCO), and the Transportation Manager of the procedures and rules surrounding an eligible participant's access to the Non-Medical Transportation benefit.

Health Home Care Manager Roles

Health Home Care Managers are responsible for conducting and developing the Person-Centered POC. If the care manager determines there is a need for transportation to support an individual's identified goals, the Health Home Care Manager will include justification for this service within the Person-Centered POC.

The Health Home Care Manager will complete the *NYS DOH Plan of Care Grid for Non-Medical Transportation for Children's Home and Community Based Services (HCBS)* (known as "Grid") with all known information. It is possible that the complete trip destination details may not be known (e.g. exact appointment time and date). This information can be provided by the enrollee to the Transportation Manager upon request of transportation.

The CMA should, at a minimum, list:

- the goal from the POC;
- the specific activity, support, or task;
- provider of services (if applicable); and
- start and end dates.

After completing the POC and the Grid, the Health Home Care Manager will send it to the MCO. If the child/youth is not yet in a Medicaid Managed Care plan, the HH Care Manger will send the Grid directly to Department of Health's Medicaid Transportation Manager for review.

The NYS DOH Plan of Care Grid for Non-Medical Transportation for Children's Home and Community Based Services (HCBS) ,known as the Grid, may be found at:

<https://www.emedny.org/ProviderManuals/Transportation/index.aspx>

Managed Care Organization (MCO) Roles

The MCO is responsible for approving the Person-Centered POC and for forwarding the completed Grid to the Department of Health's Medicaid Transportation Manager.

For individuals not enrolled in a Health Home, the MCO will be responsible for completing the Grid based on the individual's POC and forwarding to the Transportation Manager. The Grid will include documentation for Non-Medical Transportation including documentation of which goals in an individual's POC the trips will be tied to.

The *NYS DOH Plan of Care Grid for Non-Medical Transportation for Children's Home and Community Based Services (HCBS)* is completed by the MCO based on the participant's POC and includes the following information:

- Participant information
- HCBS provider information
- Non-Medical Transportation service requested

Supporting information includes:

- Goal from the POC
- HCBS or specific activity/support/task
- Mode of transportation service needed
- Trip destination/location
- Start date/end date
- Frequency

The MCO will forward the completed Grid with the Transportation Manager any time there are changes to this Grid.

The NYS DOH Plan of Care Grid for Non-Medical Transportation for Children's Home and Community Based Services (HCBS) ,known as the Grid, may be found at:

<https://www.emedny.org/ProviderManuals/Transportation/index.aspx>

Transportation Manager Roles

The Transportation Manager is responsible for authorizing transportation services in accordance with Medicaid policy, by approved Medicaid Transportation providers, and as supported on the MCO-provided Grid. Once the Grid is received from the MCO, the Transportation Manager should assume that the MCO has reviewed and approved the Non-Medical Transportation included in the individual's POC and that trips included in the Grid are appropriate.

The Transportation Manager is responsible for ensuring adherence to the guidelines below for Non-Medical Transportation, which include assigning the most medically appropriate, cost-effective mode of transportation. Enrollees have freedom of choice regarding the transportation provider within the assigned mode (e.g. ambulette, taxi, public transportation, etc.).

Contact Information for Transportation Managers

For NYC & Upstate - Medical Answering Services (MAS)

<https://www.medanswering.com/>

<https://www.medanswering.com/enrollee/enrollee-forms-resources/>

https://www.medanswering.com/documents/Doc-MAS_Public_Site--2015-11-11-15-4844.pdf

Fax number for submitting all forms: (315) 299-2786

Secure email: Harp-info@medanswering.com

(When sending completed Grids, please add: "Attn: Non-Medical Transportation for Children's Home and Community Based Services (HCBS)")

For Long Island: LogistiCare Solutions, LLC

<http://www.logisticare.com/>

<http://www.longislandmedicaidride.net/>

<http://www.longislandmedicaidride.net/Portals/51/DOH%20Mileage%20Reimbursement%20Forms-Logisticare.pdf?ver=2015-05-22-123216-000>

Fax number for submitting mileage reimbursement forms: (866) 528-0462

(When sending completed Grids, please add: Attn: Non-Medical Transportation for Children's Home and Community Based Services (HCBS))

Additional Contact Information:

NYS Department of Health Transportation Unit: medtrans@health.ny.gov

NYS Office of Mental Health: omh.sm.co.HCBS-Application@omh.ny.gov