



Non-Emergency Transportation

Iowa

Discharge Manual

February 2016

Table of Contents

INTRODUCTION _____	3
ELIGIBILITY _____	3
TYPES OF TRANSPORTATION _____	3
LEVEL OF SERVICE _____	4
ESCORTS _____	4
STRETCHER _____	4
DISCHARGE PROCESS _____	4
VOUCHER SYSTEM _____	5
QUALITY ASSURANCE PROCEDURES _____	5

Introduction

LogistiCare pioneered the concept of delivering specialized human transportation through innovative software and effective management of local commercial, non-profit, and public transportation providers. LogistiCare provides complete management of non-emergency medical transportation (NEMT) processes for Medicaid recipients, including call center operations, eligibility screening, scheduling, dispatch, billing, and quality assurance.

LogistiCare's business model is designed to simplify all the complexities involved in non-emergency medical transportation service provision from screening and "gate keeping," to case management and billing verification. The Iowa Healthcare Manager and Facility Representatives, who are dedicated to health care facilities, provide case management services.

Transportation plays an important role in assuring access to medical care. Transportation is intended only for eligible recipients who have no other means of transportation to covered medical services. This service is of particular importance to disabled members needing critical services such as dialysis and chemotherapy. Medicaid transportation is a share-a-ride program that provides curb-to-curb service.

Nationwide fraud and abuse have been significant issues in transportation services. Total transportation utilization and expenditures have increased steadily. Inappropriate transportation use is a major contributing factor. This includes transportation for: 1) A trip to a non-covered service 2) Multiple trips when only one trip is necessary 3) Providing a trip in a wheelchair accessible vehicle when the member did not require this more costly level of transportation service and 4) A trip that never occurred.

Because of the significant rise in Medicaid transportation utilization and expenditures, the Iowa MCO's have contracted with LogistiCare as a broker for non-emergency transportation services to improve program control, reduce non-emergency transportation expenditures, provide more consistent quality services, and prevent fraud and abuse.

To foster the efficient and intended use of the NEMT system, LogistiCare conducts "gate keeping." Gate keeping ensures that transportation is provided in accordance with the service limitations allowed and required under the Iowa program and that non-emergency transportation services may continue to serve the members of Iowa.

Eligibility

Transportation is available to members who have an active Medicaid ID number. NEMT is designed for people without adequate transportation to medically necessary appointments. The State of Iowa downloads a list of eligible members monthly. A LogistiCare Facility Representative will advise the dialysis facility of a member's ineligibility and the date the member's Standing Order will be cancelled.

Members may request transportation for medical appointments by calling the **Reservation Line** with at least two business-days in advance of the appointment date.

Amerigroup Reservations: 1-844-544-1389

Types of Transportation

The NEMT program is a **preauthorized** service program, and LogistiCare is required by the State contract to use the least costly and most appropriate mode of transportation. Types of transportation available through the NEMT program include mileage reimbursement, public/mass-transit, para-transit, volunteer drivers, and contracted providers.

Level of Service

LogistiCare staff is trained to ask a series of questions about the nature of the medical visit or treatment. This information assists in the determination of the most appropriate mode of transportation:

- If member is ambulatory
- If the member is in a wheelchair
- If the member is in a wheelchair and transferable (does not require a lift or ramp-equipped vehicle)
- Please advise if the wheelchair is larger than 31' inches
- Medicaid members are required to provide their own wheelchair
- LogistiCare is not authorized to go pick up the member's wheelchair and bring it to the hospital

Escorts

Escorts are defined as individuals whose presence is medically necessary to assist members during transportation and while at a location of treatment. An escort must be at least 18 years of age and be able to physically assist the member. LogistiCare will authorize, without charge to the member or escort, one escort to accompany the member. You must notify LogistiCare there will be an escort with the member during transportation. LogistiCare does not provide escorts.

Nursing Homes

LogistiCare is authorized to transport to or from the nursing homes.

Stretcher

Stretcher transport is available for members who have a completed level of service certification and are approved. Stretcher transport should be called in during operational hours of 7 A.M. to 6 P.M. The process to determine medical necessity for these patients is complex and handled during normal operational hours and not by our after-hours back up center.

Discharge Process

The following is the Discharge Process:

1. Discharges can be called into our reservation lines at.844-544-1389. Discharges will be accepted 24 hours a day 7 days a week, however calling during operational hours of 7 A.M. to 6 P.M. is best. A Nurse or social worker must call in a hospital discharge. LogistiCare will not accept discharge reservations from a Medicaid member or other non-medical member representative.
2. Please have the following information before calling in a discharge reservation:
 - a. Signed discharge order by doctor
 - b. Level of Service (ambulatory vehicle, wheelchair accessible van, stretcher van)
 - c. Nurse's name and direct number to nurse's station
 - d. Patient room number
 - e. Whether the member is a current resident if traveling to a nursing home
 - f. Time member will be ready
3. Once transportation is assigned, the transportation provider has a 30-minute to 3-hour window to pick the member up.

Voucher System

If you have a discharge after operational hours, LogistiCare will reimburse your hospital for the use of a cab voucher. The gas reimbursement program may also be utilized by having a family member, friend, etc. transport the member home when discharged.

To use the Voucher Program, you must fill out our Accounts Payable Vendor Information Setup Form and submit a W-9 to our office for approval. Once you are in our system the following applies:

- A nurse or social worker prior to transportation must call trips into the reservation line.
- The Voucher Program will only apply to trips outside our normal business hours of operation during the week and on the weekends.
- When calling in for a voucher, call the reservation line, state that you are using a voucher and what hospital you are from.
- The Voucher Program has a 6-mile transportation limit; a manager must approve anything over the 6-mile limit before transporting.

All requests for reimbursement must have a valid Trip ID #, and reservations must be called in prior to transport. LogistiCare will not be able to backdate reimbursement requests

Quality Assurance Procedures

Complaints may be filed by the Medicaid member, another person on behalf of the member, or a facility. A transportation provider may also file a complaint against a Medicaid member. LogistiCare staff researches and resolves all complaints filed and submits all information and outcomes to the MCO's.

Contact Numbers

Facility Line: 1-866-277-8962

Facility Fax: 1-866-535-0246

Facility Manager: 1-800-243-5560, Ext. 2270

Amerigroup Reservation Line: 1-844-544-1389

Amerigroup Ride Assist Line: 1-844-544-1390