

Provider Update

This provider bulletin is an update about information in the Amerigroup Iowa, Inc. Provider Manual. For access to the latest Provider Manual go online to <https://providers.amerigroup.com/ia>.

IA Health Link nonemergency medical transportation (NEMT) and IA Health Link waiver transportation update

Background: Effective immediately, the following procedures should be followed for billing for NEMT and waiver transportation.

Transportation companies only performing NEMT

If you are a transportation company that only performs NEMT services, you are required to contract with LogistiCare Solutions, LLC (LogistiCare) in order to bill LogistiCare and receive payment for services provided. Providers may contact LogistiCare at 1-800-243-5560, ext. 2252 or ext. 2250 for contract information.

Home- and community-based services (HCBS) waiver service providers that do not provide transportation services

If you are an HCBS waiver service provider that does not provide transportation services within your entity, all NEMT and waiver transportation services can be provided to the member by an entity contracted with LogistiCare. If you are assisting a member who is using a service provider that is not contracted with LogistiCare, that provider will not be reimbursed for those services.

If the HCBS waiver service provider, staff or other eligible employee is transporting the member for nonmedical HCBS waiver service errands, then they may bill directly to Amerigroup Iowa, Inc. under their Amerigroup long-term service and supports (LTSS) contract, if those services are considered part of the member's person-centered plan.

All nonmedical HCBS waiver services transportation provided should be billed directly to Amerigroup, based on their Amerigroup LTSS contract and in accordance with the member's person-centered plan

HCBS waiver service providers providing NEMT services

HCBS waiver service providers with transportation services available within their entity must contract with LogistiCare in order to be reimbursed for NEMT services. Providers may contact LogistiCare at 1-800-243-5560, ext. 2252 or ext. 2250 for contract information.

If the transport is for NEMT provided by staff, case workers or other eligible employees, they can be compensated at the rate of 40 cents per mile as reimbursement. Providers would need to contact LogistiCare at least an hour before transport and indicate the trip should be for mileage reimbursement.

How do I schedule ride assistance for a member?

Providers that are assisting members in scheduling trips should contact LogistiCare with at least two business days' notice for any single-day NEMT trip request. Trips may be scheduled up to 30 days in advance. Same-day rides may be scheduled in certain situations. Urgent appointments may be scheduled on the same day as the appointment through LogistiCare.

HCBS waiver providers may contact LogistiCare for same-day service for nonurgent, nonmedical transportation needs when those trips are in accordance with the member's person-centered plan. These trips may also be scheduled as standing order trips with Logisticare, if the transportation is to a service that is authorized in the member's person-centered plan.

Reservations can be made by calling LogistiCare at 1-844-544-1389, Monday through Friday, 7:30 a.m.-6 p.m. Central time. Please have member ID information and pickup and drop-off address locations ready when you call.

Who do I call if a member needs assistance for a ride already scheduled?

Providers that are assisting members with rides already scheduled can call the LogistiCare "Where's My Ride" line at 1-844-544-1390.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730 or contact LogistiCare at 1-844-544-1389.