

Medicaid/CHIP Provider Manual — Nonemergency Medical Transportation services

Effective June 1, 2021, Amerigroup will provide Nonemergency Medical Transportation (NEMT) services to Medicaid members instead of the state Medical Transportation Program (MTP). These updates to the *Medicaid/CHIP Provider Manual* give information about these services.

Chapter 2 Quick Reference Information is changed as follows:

Access2Care* (nonemergent transportation other than ambulance)	Providers and members call the number below for the membership type: <ul style="list-style-type: none"> • STAR: 1-833-721-8184 (TTY 711) • STAR+PLUS: 1-844-867-2837 (TTY 711) • STAR Kids: 1-844-864-2443 (TTY 711)
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The following state required information is added to the manual. This new language replaces current sections **4.1.4 Medical Transportation Program (MTP)** and **4.1.11 Medical Transportation Program**:

Nonemergency Medical Transportation (NEMT) Services

What are NEMT services?

NEMT services provide transportation to covered health-care services for Medicaid members who have no other means of transportation. Such transportation includes rides to the doctor, dentist, hospital, pharmacy, and other places an individual receives Medicaid services. NEMT services do NOT include ambulance trips.

What services are part of NEMT services?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus.
- Commercial airline transportation services.
- Demand response transportation services, which is curb-to-curb service transportation in private buses, vans, or sedans, including wheelchair-accessible vehicles, if necessary.
- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a covered health-care service. The ITP can be the member, the member's family member, friend, or neighbor.

* Access2Care is an independent company providing transportation services on behalf of Amerigroup.

<https://provider.amerigroup.com/TX>

- Members 20 years old or younger may be eligible to receive the cost of meals associated with a long-distance trip to obtain a covered health-care service. The daily rate for meals is \$25 per day for the member and \$25 per day for an approved attendant.
- Members 20 years old or younger may be eligible to receive the cost of lodging associated with a long-distance trip to obtain a covered health-care service. Lodging services are limited to the overnight stay and do not include any amenities or incidentals, such as phone calls, room service, or laundry service.
- Members 20 years old or younger may be eligible to receive funds in advance of a trip to cover authorized NEMT services.

If you have a member needing assistance while traveling to and from his or her appointment with you, NEMT services will cover the costs of an attendant. You may be asked to provide documentation of medical necessity for transportation of the attendant to be approved. The attendant must remain at the location where covered health-care services are being provided but may remain in the waiting room during the member's appointment.

Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult. Children 15-17 years of age must be accompanied by a parent, guardian, or other authorized adult or have consent from a parent, guardian, or other authorized adult on file to travel alone. Parental consent is not required if the covered health-care service is confidential in nature.

If you have a member you think would benefit from receiving NEMT services, please refer him or her to Amerigroup at the number below for their membership type for more information:

- STAR: **1-833-721-8184 (TTY 711)**
- STAR+PLUS: **1-844-867-2837 (TTY 711)**
- STAR Kids: **1-844-864-2443 (TTY 711)**

Reference to *MTP* is changed to *Amerigroup* in the following section:

- *Section 3.3.2 STAR Kids and STAR+PLUS Responsibility Table*

The following information is removed from the manual:

- *Chapter 2 Quick Reference Information - Notification/Precertification: Nonemergent transportation (other than ambulance) phone: 1-855-295-1636 (Access2Care)*
- *Chapter 2 Quick Reference Information: Medicaid Medical Transportation Program (MTP)*
- *Section 4.1.3 Coordination with Non-Medicaid Managed Care Covered Services: Health and Human Services Commission's Medical Transportation Program*
- *Section 5.4.2 Precertification Requests by Fax or Phone: Nonemergent transportation (other than ambulance) phone: 1-855-295-1636 (Access2Care)*
- *Section 6.6.3 STAR+PLUS Coverage Table: Transportation assistance – Medical Transportation Program*
- *Section 6.7.4 STAR Kids Long-term Services and Supports Coverage Table: Transportation assistance for Medicaid covered services – Medical Transportation Program*