



Washington State
Health Care Authority

**Non-Emergency Medical Transportation
(NEMT)**

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NEMT Overview
Medicaid Program Operations & Integrity/Community Services
October 28, 2019



Washington State
Health Care Authority

NEMT Mission

- Provide access to necessary non-emergency medical services for all eligible Medicaid clients who have no other means of transportation.
- Ensure broker compliance through performance based contracts.
- Maintain program integrity through data driven program management and decision making.

Broker Transportation

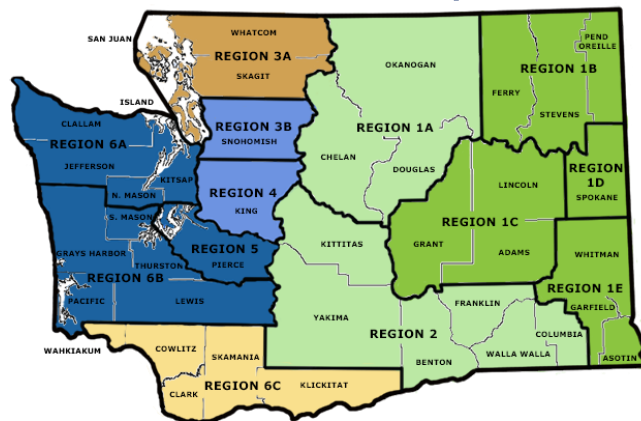
The NEMT program is administered by the Health Care Authority (HCA) through six contracted transportation brokers serving thirteen regions statewide.

Broker Requirements

- Follow all program rules outlined in **WAC(s) 182-546-5000 through 6200**
- Staff a customer service call center located within the regions they serve
- Ensure trips are to Medicaid covered services and for eligible clients
- Pre authorize all transportation requests
- Maintain a network of local transportation providers in their regions
- Select type of transportation mode that is:
 - Appropriate to a client’s medical condition and capabilities
 - Lowest cost available
 - Accessible

** Contracted agencies are “true brokers” and cannot provide trips themselves.*

Broker Map



- | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Paratransit Services | Northwest Regional Council | People For People |
| Hopelink | Human Services Council | Special Mobility Services |

Broker Responsibility

- Arranges for transportation to healthcare services within a client's local medical community;
- May arrange for transportation outside the local community if justification or medical necessity is provided
 - *Typically the client's primary care provider submits documentation of medical necessity to the broker for a client to access services outside of their local community*

**A client's freedom of access to health care does not require the agency to cover transportation at unusual or exceptional cost in order to meet a client's personal choice of provider. WAC 182-546-5000(4)*

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Eligibility for Transportation

Clients must:

- Have no other transportation resources available to them
- Be Medicaid eligible (or Dual: Medicaid & Medicare)
- Obtain medical services covered by their benefit services package (BSP) that are medically necessary
- Receive services from a Healthcare Provider that is an HCA enrolled provider or contracted with an HCA contracted managed care plan

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Requesting Services

Eligible clients can call their local broker to request transportation for:

- **Scheduled trips:** must request **2** business days in advance of trips (up to 14 days in advance)
- **Urgent Call & Hospital Discharges:** requests accepted depending on available transportation resources. The NEMT program allows trips to urgent care but not to the Emergency Department (ED)

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Modes of Transportation

- Brokers ensure client resources & lowest cost transportation are used first, based on each **client's mobility & personal capabilities.**
- Clients are screened for **most appropriate & cost efficient mode:**
 - **Personal Vehicle** (mileage reimbursement, gas vouchers, gas cards)
 - **Volunteer Drivers** (base rate, mileage reimbursement)
 - **Public Transit** (bus fare, tickets passes, etc.)
 - **Shared Rides/Multiple Passengers**
 - **Wheelchair Van**
 - **Taxi**
 - **Ferries, Water Taxi**
 - **Tickets for commercial bus, rail, air**

**Clients must be safe to transport. The NEMT program cannot accommodate clients that require restraints or must be transported in a prone or supine position*

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Transportation Costs CY2018

- **Total Cost: \$90 Million**
 - 87% Service Costs
 - 13% Administrative Costs
- **Total Trips: 3.5 Million; 13,000 trips/day**
 - Serving on average 30,000 clients per month
 - Typically serving the highest utilizers of medical services (Methadone, Mental Health, Dialysis account for 65% of total trips and 49% of total costs)

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NEMT Utilization January-August 2019

RSA	CLIENTS	TRIPS	MILES	COST	COST/CLIENT	COST/TRIP	COST/MI	MI/TRIP
KING	22,163	791,167	6,704,815	\$15,741,932	\$ 710.28	\$ 19.90	\$ 2.35	8.5
NORTH SOUND	11,267	348,012	3,987,733	\$ 7,514,680	\$ 666.96	\$ 21.59	\$ 1.88	11.5
GREAT RIVERS	4,956	137,923	2,505,177	\$ 5,251,065	\$ 1,059.54	\$ 38.07	\$ 2.10	18.2
PIERCE	6,252	214,861	1,615,859	\$ 4,679,538	\$ 748.49	\$ 21.78	\$ 2.90	7.5
SW WA	6,120	193,487	1,371,250	\$ 4,508,449	\$ 736.67	\$ 23.30	\$ 3.29	7.1
SPOKANE	8,673	288,094	3,315,127	\$ 3,407,059	\$ 392.84	\$ 11.83	\$ 1.03	11.5
GREATER COLUMBIA	6,011	103,381	2,926,785	\$ 3,284,512	\$ 546.42	\$ 31.77	\$ 1.12	28.3
SALISH	2,655	72,903	1,599,166	\$ 2,830,825	\$ 1,066.22	\$ 38.83	\$ 1.77	21.9
THURSTON-MASON	2,357	92,599	1,306,853	\$ 2,588,787	\$ 1,098.34	\$ 27.96	\$ 1.98	14.1
NORTH CENTRAL	2,239	38,794	1,406,101	\$ 1,856,909	\$ 829.35	\$ 47.87	\$ 1.32	36.2
TOTAL	72,693	2,281,221	26,738,866	\$51,663,754	\$ 710.71	\$ 22.65	\$ 1.93	11.7

Methadone, Dialysis, and Mental Health account for
49% of Total Costs and 65% of Total Trips

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Broker Contact Information

Thurston/Mason and Great Rivers

Paratransit Services

Counties: Thurston, Mason, Grays Harbor, Pacific, Lewis

Toll Free: 1-800-846-5438

Human Services Council

Counties: Wahkiakum, Cowlitz

Toll Free: 1-800-752-9422 (Option 2)

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Questions?

NEMT Program Lead:

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NEMT Program Staff:

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James Walters, 360-725-1721, james.walters@hca.wa.gov

NEMT Mailbox:

HCANEMTTRANS@hca.wa.gov

NEMT Website:

www.hca.wa.gov/transportation-help

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