NON-EMERGENCY MEDICAL TRANSPORT of NEW YORK CITY FEE-FOR SERVICE MEDICAID and MANAGED MEDICAID ENROLLEES

WEBINAR PRESENTATION

www.NYCMedicaidRide.net
What is LogistiCare (LGTC)?

1. LGTC is a transportation management company, for NYC Medicaid enrollees.

2. Our NYC Operations Center at:
   37-18 Northern Blvd. Suite 120
   Long Island City, NY 11101
   Phone 877-564-5911
   (Fax 877-564-5912)
LGTC Gets Enrollees to Medical Care

1. We process requests for NEMT—all modes.

2. We determine whether the enrollee qualifies for NEMT, and the most appropriate mode of transportation.

3. We schedule & route the trip to a Medicaid-enrolled provider based on the enrollee’s medical and mobility needs.
LGTC Tries to Reduce Barriers To Receiving Transportation

1. We meet with advocacy groups and medical practitioners to establish more efficient ways to order trips.

2. We meet with transportation providers to streamline trip referrals and authorizations.

3. We accept and respond to complaints from providers and enrollees.
Whose Transportation Do We Arrange?

- Every NYC enrollee (within the 5 boroughs or across New York) who is fee-for-service (not in a managed care plan).

- Every enrollee who is covered under one of 12 specific NYC Medicaid Managed Care plans.

- As of June 1 2013, Every NYC enrollee with the Office of Mental Health (OMH-County code 97) and Office for People with Developmental Disabilities (OPWDD-County code 98)

- LGTC is not responsible for any Medicaid Advantage or Managed Long Term Care enrollees.

- LGTC is not responsible when the cost of transportation is included in the rate paid to a Medicaid program. That program arranges transportation to and from that program.

In total, LGTC now is responsible for over 3 million enrollees.
List of the Twelve NYC Medicaid Managed Care Plans

1. Affinity
2. Amerigroup
3. United Healthcare (i.e., AmeriChoice)
4. Well Care
5. AmidaCare
6. Fidelis
7. HealthFirst
8. Emblem (Health Insurance of Greater NY, aka HIP)
9. Metro Plus (a HIV Special Needs Plan)
10. Metro Plus (Metropolitan Health Plan)
11. Neighborhood Health Providers
12. VNS Choice (i.e., the Select Health Program)
Certain Medicare and Medicaid Plans

Medicaid Advantage /Managed Long Term Care Managed Plan Members

All modes of transportation are covered by the Plan; members must contact the Plan to request services.

Medicaid Enrollees With Medicare Part B

Medicare covers only ambulance trips to & from the hospital or to and from dialysis.

Ambulance transports to other destinations, or ambulette or livery transports, are provided by LGTC.
Modes of Transportation

Six types of transportation services are available for NYC fee-for-service enrollees.

1. **Bus/Subway**
   The enrollee lives within 10 blocks of a bus or subway stop. The medical facility is within 10 blocks of the bus/subway. The enrollee can walk 10 blocks & understands common signs and directions.

2. **Livery**
   Enrollee can walk unassisted to the curb and board the vehicle.

3. **Ambulette** (two types)
   a) Ambulette/Ambulatory: The enrollee can walk but needs the assistance of trained personnel to walk to and board the vehicle.
   b) Ambulette/Wheelchair The enrollee is a wheelchair user, requires a lift-equipped or roll-up wheelchair van and the assistance of trained personnel.
What “types” of NEMT are covered?

5. **Stretcher**

   The enrollee cannot walk, is confined to bed, cannot sit up or sit in a wheelchair and does not require medical attention during transport.

6. **Non-emergency Ambulance (including air)**

   The enrollee cannot walk, is confined to bed, cannot sit up or sit in a wheelchair and requires medical attention and/or monitoring during transport.

7. **Out-of-State Transport**

   Authorization and reimbursement for upcoming out-of-state medically necessary travel expenses can be obtained by contacting LogistiCare.
How Do We Contact LGTC to Request Services?

You can contact LGTC by phone, fax or online.

• Call the Reservation line 877-564-5922 between 7:00 a.m. and 6:00 p.m. Monday to Friday to request routine NEMT.

• A routine trip is an occasional, episodic trip to a Medicaid covered service, e.g., a trip to the doctor in three days.

• Call 72 hours or 3 days in advance for routine NEMT.

<table>
<thead>
<tr>
<th>Three (3) days' prior notice for routine NEMT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment is on:</td>
</tr>
<tr>
<td>Saturday</td>
</tr>
<tr>
<td>Sunday</td>
</tr>
<tr>
<td>Monday</td>
</tr>
<tr>
<td>Tuesday</td>
</tr>
<tr>
<td>Wednesday</td>
</tr>
<tr>
<td>Thursday</td>
</tr>
<tr>
<td>Friday</td>
</tr>
</tbody>
</table>
Contact LGTC to Receive Urgent Care Transportation

Urgent Care

Unscheduled, episodic non-emergency situation.

Transportation could not have been requested 72 hours (3 days) in advance.

Call the Reservation number **877-564-5922** (24 by 7) to request urgent care transport.

(LGTC may verify with the medical provider that the need for urgent care exists).

*Always Call LogistiCare on urgent care trips. Never request the trip via fax or on-line.*
Hospital Discharges Handled Quickly

Hospital discharges is urgent transport which generates an immediate, quick response.

Hospitals can call the hospital discharge number 877-564-5926 (24 by 7) for discharges.

LGTC has the list of specific transportation providers who know your hospital and are ready to respond within the hour.

Always Call LogistiCare on urgent care trips. Never request the trip via fax or on-line.
How Do You Request Standing Order Services?

Standing Orders: Regularly reoccurring trips, the same pick-up up and drop-off times and locations, at least once a month for 12 months, or 1 or more times per week for 1 or more months’ duration.

Call 3 days in advance:
• Call the Facility Services Dept. at **877-564-5925** (7:00 a.m. and 6:00 p.m. Monday to Friday). This number is for the exclusive use of medical facilities.

Fax the standing order request form 3 days in advance (available online at NYCMedicaidRide.net.) Fax to:

- **Brooklyn** medical practitioners: **877-585-8758**
- **Queens** medical practitioners : **877-585-8759**
- **Manhattan** medical practitioners: **877-585-8760**
- **Bronx** medical practitioners: **877-585-8779**
- **Staten Island** medical practitioners : **877-585-8780**

Or online (paperless and fastest method)
06 (Spend Down) & 07 (Emergency Services) enrollees needing Dialysis

- LGTC will accept requests for standing order transport for NYC fee-for-service enrollees in need of transport to and from DIALYSIS whose eligibility is “06” (Spend Down) or “07” (Emergency Services), even when they are ineligible on the requested dates of transport.

- These trips will show on the transportation provider’s manifest with a status code 06/07.
  - It is the transportation provider’s choice either to take these trips and wait for the FFS enrollee’s eligibility to change to active, or not take these trips.
  - If the provider does not accept these trips LGTC will work with you to find a provider that will.
A Medical Justification for Transportation Request form (Form 2015) is required to substantiate the medical necessity of:

1. Livery
2. Ambulette
3. Wheelchair
4. Stretcher or
5. Non-emergency ambulance transport.

The form is available at NYCMedicaidRide.net.
3. This displays the Medicaid Transportation Justification Request Form. (When faxed this form must be filled completely and legibly)

Form 2015 (3/2012)

MEDICAID TRANSPORTATION JUSTIFICATION REQUEST

New York State Department of Health

1. Please check the medically necessary mode of transportation:

- Livery: The enrollee can walk to the curb and board and exit the vehicle unassisted, but cannot utilize the bus or subway.
- Ambulette Ambulatory: The enrollee can walk but requires driver assistance from residence to the medical appointment.
- Ambulette Wheelchair: The enrollee is wheelchair-bound and requires a wheelchair or roll-up wheelchair vehicle and driver assistance.
- Stretcher Van: The enrollee is confined to bed, cannot sit in a wheelchair, and does not require medical attention/monitoring during transport.
- ALS Ambulance: The enrollee is confined to bed, cannot sit in a wheelchair, and requires medical attention/monitoring during transport for reasons such as IV requiring monitoring, cardiac monitoring.

2. Please justify the mode of transportation chosen above:

3. Is the requested mode of transport a long term need of the patient, or temporary? (Long-Term) (Temporary) (If temporary, for how long) __________

CERTIFICATION STATEMENT: I (or the entity making the request) understand that orders for Medicaid-funded travel may result from the completion of this form. I (or the entity making the request) understand and agree to be subject to and bound by all rules, regulations, policies, standards and procedures of the New York State Department of Health, as set forth in Title 18 of the Official Compilation of Rules and Regulations of New York State. Provider Manuals and other official bulletins of the Department, including regulation 251.2, which requires providers to pay restitution for any direct or indirect monetary damage to the program resulting from improper or inappropriately ordering services. I (or the entity making the request) certify that the statements made herein are true, accurate and complete to the best of my knowledge; no material fact has been omitted from this form.

Physician’s Name (PRINT) __________

Date __________

Signature of physician completing form __________

Fax to: 877-585-8758 for Brooklyn medical providers. 877-585-8759 for Queens. Maintain original in medical record.
How Often Must the Justification Form Be Updated?

The form only needs to be submitted once and is updated only if the enrollee’s mobility changes, (e.g., from wheelchair to stretcher).

Please request Mass Transit if the enrollee can take the subway or bus to your medical facility.

Before requesting ambulette service please be absolutely sure that the enrollee is unable to walk without assistance. Enrollees who can walk without assistance should travel by livery, not ambulette.
The “Where’s My Ride?” line

877-564-5923 is the “Where’s My Ride?” number used for:

- Reporting a complaint or service issue, for example, if the driver is late dropping off or picking up the enrollee or has not shown up.

- Contacting LogistiCare when the enrollee is ready to be picked up after treatment at the medical practitioner, or continue to call the transporter if that is your current practice.

- “Where’s My Ride?” is answered 24 by 7.
How Soon will the Driver Arrive?

1. For Hospital Discharges as soon as possible within a reasonable response time.

2. For “Urgent” transports as soon as possible but not longer than 3 hours.

3. For “Routine” or “Standing Order” transports at the scheduled pick-up time or within a 15 minute “window.”

4. If the client says he/she will call for pickup after their medical appointment (referred to as a “Will Call” return) then the driver will arrive within 60 minutes of when LGTC receives the call.
LogistiCare MetroCard
Disbursement/Reimbursement Process

• Enrollees who live more than ten city blocks, and use the bus or subway to attend a Medicaid covered service can receive roundtrip MetroCard fare.

• Enrollees or medical practitioners must call a minimum of three days in advance to allow for eligibility verification and mailing time of the MetroCard to the enrollee.

• If a facility participates in PTAR, HRA’s Public Transit Automated Reimbursement system, then the enrollee must get the MetroCard from that facility.

• Non PTAR participating medical providers will be required to submit the Request to Receive Reimbursement Forms to LogistiCare. All requests must be approved by DOH before reimbursements can be made.
LogistiCare MetroCard Disbursement/Reimbursement Process continued...

• This gives Non PTAR practitioners a way to:
  1. Continue to provide MetroCards to Medicaid enrollees who attend their medical appointments without having to call LogistiCare to have their trip pre-authorized.
  2. Be reimbursed via check by LogistiCare for MetroCards purchased and provided to eligible enrollees receiving Medicaid covered services until the practitioner is successfully enrolled in PTAR.

• This reimbursement process will take about 6 weeks from the date of submission of the log, to LogistiCare mailing the check.
WHAT IS THE FACILITY SERVICES WEBSITE

The Facility Services Website (FSW) processes NYC healthcare facilities NEMT requests online for their Medicaid fee-for-service enrollees. This eliminates the need to call in or fax these requests.
3. This displays the **Medical Facility EDI Administrator User Form**
What Are LGTC Service Hours?

Phone, fax or online requests for routine or standing order transports are processed Monday to Friday, from 7:00 a.m. until 6:00 p.m.

Hospital Discharge and Urgent Care transports are processed 24/7.

The “Where’s My Ride?” line is staffed 24/7.
1. LGTC website: NYCMedicaidRide.net
2. Email LGTC: NYC@Logisticare.com
The Department of Health has released the following policy statements.

For your information.
Alert from DOH for Medical Practitioners

DOH has received copies of altered Medical Justification (2015) Request Forms submitted to LGTC that contain photocopied information regarding a patient’s condition or physician’s signature. For example, the definition on the form a person in need of ambulette service has been reprinted in the box of for written comments justifying the mode of transport issued. These mass produced altered forms are unacceptable to the Department, and will be returned unprocessed to the submitting facility/practitioner. Each enrollee's level of disability should be evaluated solely on the travel needs of that enrollee.
Alert from DOH for Medical Practitioners

Some medical practitioners and facilities are using the incorrect forms to request transportation via fax.

Acceptable forms are located online at LGTC’s site www.NYCMedicaidRide.net

Incorrect forms will be returned unprocessed to the requestor.
Alert from DOH for Medical Practitioners

Internet-initiated and faxed requests for transportation must be sent to LGTC no later than 72 hours prior to the appointment to ensure sufficient time for processing. If you have a hospital discharge please call LGTC at 877-564-5926.

If you have an urgent care request (e.g., an urgent medical care appointment), or a request for transports that must occur within the next two days, please call LogistiCare at 877-564-5925.
Alert from DOH for Medical Practitioners

Medicaid enrollees are now allowed to request their own trips to and from your medical practice. This may relieve you of the administrative task of arranging every trip needed to and from your practice.

Prior to May, you were required to arrange a Medicaid enrollee’s every livery, ambulette and stretcher transport. Now, all that is required is the Medicaid Transportation Justification Request (Form 2015) to document the need for transportation via livery, ambulette or ambulance. This document is maintained by LogistiCare; when your patient requests a trip, we will verify the necessary mode and assign your preferred transportation provider to the appointment.
Alert from DOH for Medical Practitioners

DOH & LGTC are providing a crucial resource for ensuring that Medicaid enrollees can get to their medical appointments. **Livery service for Medicaid enrollees has been significantly expanded** and this level of service is now available for every medical practitioner. Livery transportation is available to those enrollees who, due to age or medical condition, cannot access public transportation, yet can walk unassisted.

You no longer need to arrange ambulette transport for your enrollees who can travel via a sedan vehicle.
Alert from DOH for Medical Practitioners

The Department of Health has instructed LogistiCare not to process any trips submitted by transportation providers.

If the trip is not requested by the medical facility or practitioner, [the transportation provider] will not see the trip on [his/her] manifest and will not be reimbursed by the Department of Health.
THIS CONCLUDES THE WEBINAR PRESENTATION