

Replacement Page

ATTACHMENT 3.1-A

Page 9-2

Rev. 11/2011

The broker maintains a toll-free telephone line to accept NEMT requests from participants. Based on the information obtained on the call, the broker will assure all NEMT criteria is met and arrange the least expensive method of transportation that meets the needs of the client. The call center shall have sufficient staff to perform functions for a least nine (9) consecutive hours Monday through Friday. NEMT services shall be available 24 hours per day, seven (7) days per week, when medically necessary.

Interpreter services will be available, as necessary, to ensure participants are able to communicate with the broker. Customer service policies and procedures will be implemented to address call wait time, call abandonment, voice mail routing and response, telephone quality, call tracking and fax and written correspondence.

The broker shall assure all participants under the age of 17 are only transported with a parent/guardian. The parent/guardian may designate another adult (i.e., family member or friend) to accompany a child under the age of 17.

The broker shall authorize and arrange the least expensive and most appropriate ancillary services. For children under the age of 21, ancillary services may include an attendant and/or parent/guardian to accompany the child if the medical appointment requires an overnight stay.

The broker must maintain a provider network which consists of various modalities to support the transportation needs of participants state-wide. The broker shall ensure the safety of all participants while being transported. All vehicles shall be in compliance with federal motor vehicle safety standards. The State does not require a specific reimbursement methodology be used by the broker when subcontracting with transportation providers. The broker is responsible for tracking and reporting all trip information and provider adequacy to the Medicaid State Agency.

The broker shall have a system in place for participants to access the state agency's fair hearing system.

The broker shall implement internal controls, policies and procedures to prevent, detect, review and report to the Medicaid state agency instances of suspected fraud and abuse by providers, subcontractors and participants.

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(5) The broker contract will provide transportation to the following categorically needy optional populations:

- Optional low-income pregnant women
- Optional low-income infants
- Optional targeted low-income children
- Individuals under 21 who are under State adoption assistance agreements
- Individuals under age 21 who were in foster care on their 18th birthday
- Individuals who meet income and resource requirements of AFDC or SSI
- Individuals who would meet the income & resource requirements of AFDC if child care costs were paid from earnings rather than by a State agency
- Individuals who would be eligible for AFDC if State plan had been as broad as allowed under Federal law
- Individuals who would be eligible for AFDC or SSI if they were not in a medical institution
- Individuals infected with TB
- Individuals screened for breast or cervical cancer by CDC program
- Individuals receiving COBRA continuation benefits
- Individuals in special income level group, in a medical institution for at least 30 consecutive days, with gross income not exceeding 300% of SSI income standard
- Individuals receiving home and community based waiver services who would only be eligible under State plan if in a medical institution

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