



## FREQUENTLY ASKED QUESTIONS FOR MEDICAL PRACTITIONERS / HEALTHCARE FACILITIES

### Questions about the Medicaid Non-Emergency Medical Transportation Program

*The Rhode Island Transportation Program is comprised of **two distinct services with different rules and regulations:***

- 1. The Medicaid Non-Emergency Medical Transportation Program (NEMT)*
- 2. The Elderly Transportation Program (ETP)*

*The following questions and answers refer to the Medicaid Non-Emergency Medical Transportation Program*

**1. Who can get rides from MTM?**

MTM provides Non-Emergency Medical Transportation to Medicaid members who need rides to and from their medical appointments and other Medicaid-covered services; and elderly Rhode Island residents 60 years of age and older who qualify for the Elderly Transportation Program.

**2. Is NEMT available for an individual whose eligibility is pending or who is in “spend down” status?**  
No

**3. Can a member be transported to a medical practitioner that is not enrolled in Rhode Island Medicaid?**

Yes, Medicaid members can be transported to VA medical facilities for a Medicaid covered service. Members may get prior-authorization from their health plan to see a non-Medicaid healthcare provider.

**4. Can a member go to the Medicaid-enrolled medical provider of their choice?**  
Yes

**5. Does MTM provide Medicaid members transportation to a pharmacy?**  
Yes

**6. How does a Healthcare Practitioner contact MTM to schedule trips?**

Healthcare practitioners can call MTM at 1-855-330-9131 Monday through Friday, 8:00am to 5:00pm for routine transportation requests. That same number can be called 24/7 for urgent trip requests. The fax number is 1-844-298-6548.

**7. How much notice is needed to request transportation?**

- Requests for routine/non-urgent NEMT services must be pre-arranged at least two 48 hours (two (2) business days) in advance:

Day of Appointment	Call MTM to schedule by:
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday
Saturday	Wednesday
Sunday	Wednesday

- b. Urgent care transport can be requested 24 hours a day, 7 days a week. MTM will confirm with the treating physician/facility that the member needs urgent treatment that should not be delayed.

**8. How much notice is needed to cancel transportation?**

Please cancel transportation as soon as you learn you will not need it.

**9. What if the reserved ride does not show up to take the member to his or her appointment, or there is another issue with the member's service?**

You should call 1-855-330-9131, available 24/7 to resolve the issue.

**10. How do I contact MTM to pick up a member after his or her appointment?**

Call 1-855-330-9131, and MTM will dispatch a transportation provider if the trip was scheduled with a "will-call" return. The driver has up to 45 minutes from the time of dispatch to pick up the member. Alternately, the member or medical practitioner can arrange a return time in advance instead of calling after the appointment.

**11. Do Medicaid members with developmental disabilities who attend day programs or work sites receive transportation through MTM?**

Transportation to day programs and work sites is provided by the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities and Hospitals (BHDDH). Please contact BHDDH to arrange transportation at 401-462-1218 or 401-462-0192. Medicaid members with developmental disabilities are eligible for transportation to medical services through MTM.

**12. Does MTM handle hospital discharge requests?**

No, the hospital handles hospital discharge transportation.

**13. Does MTM handle nursing home discharge requests?**

MTM will only handle nursing home discharge requests if the member is being admitted to a higher skilled nursing facility, or to the member's home.

**14. I need to send a nursing home patient to another facility for treatment, then return them to the nursing home, do I arrange this transportation with MTM?**

MTM will transport the nursing home patient to another facility for medical treatment if the patient cannot be transported by the nursing home facility, family or friends, and the medical service cannot be provided in the nursing home.

**15. Does MTM provide transportation to the hospital for a parent to be with their hospitalized child during the day?**

Yes, this is a covered service.

**16. Our program serves some bariatric patients and no provider will transport them, what do I do?**

MTM will make every effort to locate a provider with the correct equipment to transport your patient. Since this may require more time, please provide them with as much notice as possible.

**17. Does MTM provide transportation out of state?**

Yes, MTM will provide out-of-state transportation to Medicaid members if the requirements are met. Apart from transportation to specific border communities, out of state transportation requires confirmation that the service is not available in Rhode Island. It also requires prior authorization from Managed Care Organizations (MCOs). A provider enrolled in Rhode Island Medicaid must provide the service. A list of border communities is available on our website.

**18. What kind of transportation is available for Medicaid members?**

Types of transportation available:

- a. Public Bus - if the member:
  - i. Lives within ½ mile of a bus stop *and*
  - ii. The medical facility is within ½ mile of a bus stop *and*
  - iii. The member can walk to and from bus stop *and*
  - iv. The member understands common signs and direction

*In order to receive transportation from the following modes of transport, the healthcare provider must confirm the member's need for that level of transport:*

- b. Car/Minivan – if the member:
  - i. Cannot take the bus or walk
- c. Wheelchair Van – if the member:
  - i. Is confined to a wheelchair or ADA-compliant scooter
  - ii. Requires a lift-equipped or roll-up wheelchair van
  - iii. Requires assistance of a trained professional
- d. Stretcher – if the member:
  - i. Cannot walk
  - ii. Is confined to a bed
  - iii. Cannot sit in a wheelchair
  - iv. Does not require medical attention during transport
- e. Non-Emergency Basic Life Support (BLS) or Non-Emergency Advanced Life Support (ALS) if the member:
  - i. Cannot walk
  - ii. Is confined to a bed
  - iii. Cannot sit in a wheelchair
  - iv. Requires medical attention and/or monitoring during transportation

**19. Can a Medicaid member receive mileage reimbursement?**

Medicaid members may qualify for mileage reimbursement, please call MTM or visit their website at <http://www.mtm-inc.net/rhode-island/>

**20. Can a member or healthcare provider choose the transportation provider?**

MTM will consider the request but cannot guarantee that the preferred provider will be assigned.

**21. What is a Standing Order Transport?**

A Standing Order Transport can be created for individuals who need recurring transport to the same location.

**22. How does one request or modify a standing order?**

Call MTM at 1-855-330-9131

**23. Under what circumstances would a request for NEMT be denied by MTM?**

If a request for NEMT falls under one or more of the denial criteria listed below, then MTM must deny the request.

- a. The member is not eligible for NEMT services on the date of service.
- b. The medical service for which NEMT services is requested is not medically necessary and/or is not a Medicaid-covered service.
- c. The member has access to transportation of his/her own or through family, friends or neighbors.
- d. The provider is not enrolled in Rhode Island Medicaid or a VA provider.