Medicaid Non-Emergency Medical Transportation (NEMT) Brokerage Update

This update follows the NEMT Advisory Council meeting that was held in Madison on Tuesday May 14. Representatives from MTM, the new vendor and DHS were present including Sec. Rhoades who said a few words at the beginning of the meeting emphasizing the importance of a smooth transition.

Go Live information: Medical Transportation Management, Inc. (MTM) is a company based out of St. Louis, Missouri. They have call centers in Texas, District of Columbia, Minnesota, Missouri, Virginia and a new location in Madison, WI. MTM will also have an office in Milwaukee. August 1, 2013 is the Go-Live date for MTM to start providing transportation to Medicaid members eligible for NEMT services. The phone numbers for the reservation line (1-866-907-1493) and “Where’s My Ride” (1-866-907-1494) are the same as those currently being used by LogistiCare. There is an additional phone number to accommodate complaints called the “We Care” line. All Complaints will go through this new phone number, 1-866-436-0457. The “Where’s My Ride” line will be for inquiries about a ride that is late or did not show up, not complaints.

Member & provider notification: A Forward Health Member update will be mailed to about 600,000 MA members the first week in July. Health care providers will also receive an update including the full member update about a week prior to that mailing. MTM is holding individual meetings with providers and will host 6 provider trainings around the state starting in late May through June.

Policy Changes: DHS announced several policy changes at the advisory council meeting.

1. Veterans receiving services at a veteran’s facility that could be paid for if provided by a Medicaid and BadgerCare Plus-enrolled provider will be able to receive transportation through MTM to those services at the VA facility.

2. A ride to pick up a prescription that is not in coordination with a medical appointment is allowable, however the member will be urged to combine trips when possible, ride public transit, or order prescriptions through the mail as the first options. Trips to pick-up, repair or fit durable medical equipment continue to be covered.

3. DHS has not had a policy requiring members to use public transit. In the contract with MTM, members will be required to use public transit if they are physically and cognitively able to do so. MTM will employ travel trainers and work with local travel training programs to help members feel comfortable using public transit – fixed route services.
Complaint process:
- There is a separate number to call and log complaints, 1-866-436-0457. Complaints can also be filed online.
- An Ombudsman will be employed by MTM separate from their quality assurance department. This person will be hired with input from DHS.
- A new navigator position is being created through contract with Hewlett Packard. The role of this person in the complaints process is still being determined.
- An audit of complaints and the complaint resolution process will be completed 3-4 months after initial implementation.
- DHS also intends to have additional third party oversight through an RFP process which will be determined after implementation.

The contract with MTM was just signed last week and the implementation is happening very quickly.

LogistiCare Transition:
DHS ensured the council they are still actively monitoring LogistiCare and transition planning for some employees to move from LogistiCare to MTM.

Outstanding bills – This is critical!  If you, a volunteer driver or provider in your area has unpaid bills with LogistiCare, action must be taken immediately.  Although we have heard that some providers still have not received full payment from LogistiCare, recent news releases from DHS indicate LogistiCare has told the state they are up to date on all payments.  If this is not the case, contact Shawn Thomas, shawn.thomas@wisconsin.gov at DHS immediately to get resolution.  You may also consider contacting your legislator as some have been helpful in receiving complete payment.

MTM has just received access to LogistiCare client data for a smooth transition for those consumers who may already have authorization forms, provider preferences, reoccurring trips or other considerations on file.

NEMT Audit: Rep. Penny Bernard Schaber has requested an audit of the NEMT Brokerage program 3 times and has received bipartisan approach for an audit.  Last week, she finally received a response from DHS and that is attached.  Sec. Rhoades has ordered an audit, but it is on the procurement process prior to the award to LogistiCare.  The audit that was requested was more about determining if the brokerage model and system WI has chosen (per capita payments, statewide network) is cost effective and working the way it should.

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