

Non-Emergency Medical Transportation (NEMT)

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Overview

- Mercy Care follows AHCCCS guidelines for non-emergent medical transportation
- Mercy Care Provider Manual – General Terms
 - Chapter 9 – Non-Emergency Transportation
 - Non-emergency transportation shall be provided for members who are unable to provide or secure their own transportation for medically necessary services using the appropriate mode based on the needs of the member

Definitions

| Name | Definition |
|----------------|---|
| Ambulatory Van | Ambulatory transportation means a vehicle other than a taxi but includes vans, cars, minibus or mountain area transport. The MC member must be able to transfer with or without assistance into the vehicle and not require specialized transportation modes. |
| Taxi | A vehicle that has been issued and displays a special taxi license plate pursuant to A.R.S. § 28-2515. |
| Wheelchair Van | The vehicle must be specifically equipped for the transportation of an individual seated in a wheelchair. The member must require transportation by wheelchair and must be physically unable to use other modes of ambulatory transportation. |
| Stretcher Van | The vehicle must be specifically designed for transportation of a member on a medically approved stretcher device. The MC member must need to be transported by stretcher and must be physically unable to sit or stand and any other means of transportation is medically contraindicated. |

Covered services

The Provider shall deliver medically necessary non-emergency transportation services under the following conditions:

- The medical or behavioral health service for which the transportation is needed is a covered MC service;
- The member is not able to provide, secure or pay for their own transportation, and free transportation is not available; and
- The transportation is provided to and from the nearest appropriate MC registered provider. (Behavioral Health Providers may schedule outings to grocery stores, parks, etc., which are not an MC registered provider, but is a part of the member's treatment plan).
- Only the most cost-effective mode of transportation that meets the individual clinical needs of the member will be covered.
- The determination of the appropriate mode of transportation must be based upon the functional limitations of the member, and not as a matter of convenience for the member.

Program specific requirements

The following must be adhered to:

- The member must not require medical care while on route
- Passenger occupancy must not exceed the manufacturer's specified seating occupancy
- Members, escorts, and other passengers must follow state laws regarding passenger restraints for adults and children

NEMT must be provided in such a way to ensure that:

- A person does not arrive sooner than one hour before their scheduled appointment
- A person does not have to wait for more than one hour after the conclusion of their appointment for transportation home or to another pre-arranged destination

Scheduling transportation

- Call Member Services to schedule transportation
- If there are regular appointments for visits like dialysis, all rides can be set up at one time
- If appointment gets cancelled or changed to a different day or time, call Member Services to cancel transportation or have it changed to the new appointment time
- Ensure to let them know if there are any special needs, like a wheelchair or oxygen
- Verify prescriptions are ready for pick up before calling for transportation

Questions

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Thank you

