

STATE OF VERMONT
STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

Methods of Providing Transportation

DVHA provides Non- Emergency Medical Transportation (NEMT) to Medicaid beneficiaries through a statewide network of transportation brokers. Each of these brokers is responsible for the provision of NEMT services for beneficiaries living in the broker's defined geographical area. This network covers the entire geography of the state and has no gaps in coverage area.

All transportation requests must be fulfilled by the brokers as long as: the member is eligible for Medicaid; the member does not have access to another means of transportation; the medical service is covered by Medicaid and provided by a Medicaid provider; and the request for transportation is made with enough advance notice to schedule the ride (at least 48 hours in advance of the appointment).

The following limitations on coverage shall apply:

1. Prior authorization is required. (Exceptions may be granted in a case of a medical emergency.)
2. Transportation is not otherwise available to the Medicaid recipient.
3. Transportation is to and from medical services which are necessary and covered by the recipient's Medicaid plan.
4. The Medical Service is generally available to and used by other members of the community or locality in which the recipient is located. A recipient's freedom of access to health care does not require Medicaid to cover transportation at unusual or exceptional cost in order to meet a recipient's personal choice of provider.
5. Payment is made for the least expensive means of transportation and suitable to the medical needs of the recipient. The available modes of transportation include: buses, vans, wheelchair vans, taxis, sedans and volunteer drivers. NEMT brokers shall not submit claims for volunteer mileage for miles driven without the Medicaid recipient in the vehicle.
6. Reimbursement for the service is limited to enrolled transportation providers.
7. Reimbursement is subject to utilization control and review in accordance with the requirements of Title XIX.
8. Any Medicaid-eligible recipient who believes that his or her request for transportation has been improperly denied may request a fair hearing.

Ambulance Services: See Attachment 3.1-A Page 9a for Ambulance transportation.

GCR No.: 19-032
Supersedes
TN No.: 14-011

Effective Date: 07/01/19
Approval Date: N/A