



- Non-Emergency Medical Transportation (NEMT) Update
- Independent Tribal Providers & Direct Care Service Agencies Update

# NEMT Changes

---

- Background:
  - High error rate during CMS audit and tribal concerns
  - Workgroup formed –Tribal representatives
  - Workgroup submitted recommendations for change
- NEMT Implementation Plan:
  - Phase 1 is being implemented

# Tribal Outreach

- Tribes informed via Tribal Consultation meetings.
- Information distributed by AHCCCS Tribal Relations Office
- Regional Tribal Broker Forums
  - July 21, 2014, 1-3 pm, Phoenix
  - July 24, 2014, 10-12 pm, Tucson
  - July 31, 2014, 12-2 pm, Flagstaff  
(see Forum Handout)

# NEMT Broker Model

- **Broker:**
  - Operate statewide.
  - Manage the Medicaid transportation program for Fee-for-Service members.
  - Will not provide NEMT services.
  - Contract with Providers to complete the services.
  - Required to have appropriate Tribal support staff.

# NEMT RFP Update

## Process:

- Request For Information (RFI)
  - 6 NEMT Vendors made presentations- narrowed to 3
- Selection of Broker via RFP Process
- Timeline:
  - October 1, 2014 - Publication of RFP
  - December 3, 2014 - Proposals due
  - March 1, 2015 - Contract awarded
  - September 1, 2015 - Broker Services Start Date

# Expected Outcome

---

- Accountability and oversight.
- Better service to AHCCCS members.
- Tribes can determine their own network of Providers—internal or external.
- Tribal business licenses required for Providers operating on tribal lands.
- Tribes can more readily resolve NEMT issues with the assistance of a Broker.

# NEMT Providers

<b>Apache – 24</b>	<b>Mohave - 4</b>
<b>Cochise -2</b>	<b>Navajo - 15</b>
<b>Coconino - 13</b>	<b>Out-of-State - 7</b>
<b>Gila - 1</b>	<b>Pima – 25</b>
<b>Graham – 1</b>	<b>Pinal – 3</b>
<b>La Paz – 2</b>	<b>Yavapai - 3</b>
<b>Maricopa – 86</b>	<b>Yuma - 1</b>

List of all registered NEMT Providers at AHCCCS website:

<http://www.azahcccs.gov/commercial/NEMTPrtoviders.aspx>

# NEMT Contact

---

- Rebecca Fields, Deputy Assistant Director DFSSM, [rebecca.fields@azahcccs.gov](mailto:rebecca.fields@azahcccs.gov), (602) 417-
- Bonnie Talakte, Tribal Liaison, [bonnie.talakte@azahcccs.gov](mailto:bonnie.talakte@azahcccs.gov), (602) 417-4610



Questions?



---

# Independent Tribal Providers & Direct Care Service Agencies



# Independent Tribal ALTCS Providers

- Background:
  - Past Direct Care Service Agencies were limited in number on reservations.
  - As an alternative, AHCCCS allowed independent Providers to operate on reservations if they met the qualifications.
  - Lack of oversight and training of IP's was a concern to AHCCCS and Tribes.
  - Workgroup was formed—Tribal Representation

# Proposed Model

- Managed Care: Contract with Direct Care Service Agencies
  - Will provide employment, oversight, training and other benefits for Independent Tribal Providers (ITP).
  - Impacts 8 Tribes utilizing 446 ITP's statewide.
- Options for Tribes and Independent Providers:
  - IP's can utilize Direct Care Service Agencies for employment.
  - Tribes can establish tribally owned and operated Direct Care Service agencies.

# Tribal Outreach

- DHCM-ALTCS Unit:
  - Tribal Consultation meetings.
  - Regional Forums with Tribes, Independent Tribal Providers and Direct Care Service Agencies (North, Central and South regions of state, see Handout).
  - Upon request will schedule meetings with individual tribes.
- Transition Completion Date: December 2014

# Contact Information

- Division Health Care Management-ALTCS Unit:
  - Debbie Reichow, Medical Management Manager, [debbie.reichow@azahcccs.gov](mailto:debbie.reichow@azahcccs.gov), (602) 417-4097
  - Virginia Rountree, Operations Administrator, [virginia.rountree@azahcccs.gov](mailto:virginia.rountree@azahcccs.gov), (602) 417-4122
  - Melissa Arzabal, Case Management Program Manager, [melissa.arzabal@azahcccs.gov](mailto:melissa.arzabal@azahcccs.gov), (602) 417-4145,

Questions?

Thank You