

Non-Emergency Medical Transportation Update

AHCCCS Our first care is your health care
Arizona Health Care Cost Containment System

AHCCCS "Reaching across Arizona to provide comprehensive quality health care for those in need"

Background

- Due to an unacceptable high error rate during a recent CMS audit the Agency has made several changes for program integrity and oversight.
- AHCCCS currently has approx. 190 registered non-emergency medical transportation provider's.
- AHCCCS has suspended several provider's for credible allegation of fraud
- NEMT services account for an annual spend of 65M. NEMT provider type accounts for 43M of this total, other provider types billing for this service include Attendant care agencies and mental health clinics.
- Tribal workgroup developed in June 2013 to recommend changes

AHCCCS Our first care is your health care
Arizona Health Care Cost Containment System

2

AHCCCS "Reaching across Arizona to provide comprehensive quality health care for those in need"

Changes for NEMT

- 7/1/13
 - new or re-enrolling providers must complete the online training module and submit the training certificate in order for their applications to be processed
 - Trip tickets required
 - New Documentation Requirements
 - Copy of registration for each vehicle (new)
 - Companies submit copies of insurance for each vehicle. Upon expiration an updated copy of insurance must be submitted to AHCCCS
 - Proof of vehicle insurance for individual's not employed by a company
 - For metered vehicles a copy of licensure from the Department of Weights and Measures is required
- 8/1/13
 - Claims submitted without trip tickets are denied

AHCCCS Our first care is your health care
Arizona Health Care Cost Containment System

3

AHCCCS "Reaching across Arizona to provide comprehensive quality health care for those in need"

NEMT Broker Model

- AHCCCS would require that the broker have appropriate Tribal liaison staff support
- The broker will be statewide and will manage the Medicaid transportation program for Fee for Service members
- The AHCCCS broker will not be a provider of NEMT services but will contract with providers to complete these services
- Broker will be responsible for authorizing transportation services and will coordinate appropriate transportation for member appointments and may also utilize public transportation
- Broker will establish type of transport, such as wheelchair van, and contact a provider in the members service area to transport the member.
- Establish a single point of contact for members to request transportation and members will not need to search for providers

AHCCCS Our first care is your health care Arizona Health Care Cost Containment System 7 "Reaching across Arizona to provide comprehensive quality health care for those in need"

AHCCCS Expectations

- More accountability
- Better service to our members
- Cultural awareness
- Tribal ability to have significant input on the network
- Tribes/members would have the opportunity to escalate issues with the broker and AHCCCS
- Appropriate broker network working in collaboration with the Tribes

AHCCCS Our first care is your health care Arizona Health Care Cost Containment System 8 "Reaching across Arizona to provide comprehensive quality health care for those in need"

NEMT Broker Model


Providers that can complete these services and be part of the network are providers who are registered with AHCCCS and who meet the requirements of the broker. Requirements could include:

- No disqualification from Medicaid participation
- Maintain driver's license and insurance requirements
- Driving records check
- Criminal background check
- Drug testing/finger printing
- Required training (First Aid, passenger training)
- Safety equipment in vehicles
- Appropriate signage
- Specific requirements based on type of vehicle
- Site visits

AHCCCS Our first care is your health care Arizona Health Care Cost Containment System 9 "Reaching across Arizona to provide comprehensive quality health care for those in need"

NEMT RFP Timeline

July 1, 2014 – August 29, 2014	RFP/ scope of work development
August 29, 2014	RFP document final
September 1-30, 2014	CMS approval of RFP (30 days)
October 1, 2014	Publication of RFP
October 23, 2014	Questions from Offerors due
October 23-October 30	AHCCCS gathers answers to questions
October 31, 2014	Solicitation Amendment posted with answers
December 3, 2014	Proposals Due
December 4 -31, 2014	Evaluation of Proposals
January 5-16, 2015	Vendor Presentations
January 19-30, 2015	Final scoring and Recommendation for award
February 1-28, 2015	Send to CMS for Review and Approval of Award
March 1 2015	Award
March - August	Implementation Period
September 1, 2015	Contracted NEMT services begin


 Our first care is your health care
Arizona Health Care Cost Containment System

10

Reaching across Arizona to provide comprehensive quality health care for those in need

Tribal Impacts

- ❑ Potentially new providers rendering NEMT services for Tribal members may request Tribal business license
- ❑ Issuance of Tribal business license's will still be requirement for providers
- ❑ Relationship building with broker
- ❑ Requirements of the broker to be a provider

 Our first care is your health care
Arizona Health Care Cost Containment System


11

Reaching across Arizona to provide comprehensive quality health care for those in need

NEMT Providers

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

AHCCCS has posted a list of all registered NEMT providers to our website at:
<http://www.azahcccs.gov/commercial/NEMTProviders.aspx>

 Our first care is your health care
Arizona Health Care Cost Containment System

12

Reaching across Arizona to provide comprehensive quality health care for those in need
