

# Advantage

## CDS TRANSPORTATION

**DID YOU KNOW???** *Did you know that although the CDS program does allow attendants to transport consumers, the program does NOT allow transportation to most medical appointments???? Its true! Medicaid rules state that CDS transportation hours are not to be used transporting to and from Dr. Appointments that could be covered under the NEMT program. The information below is regarding the NEMT program that can assist with rides to and from medical appointments. If NEMT will not cover the transportation then the attendant can provide the transportation under the CDS program.*

### Non-Emergency Medical Transportation (NEMT) Information Sheet

#### **What is NEMT?**

NEMT stands for Non-Emergency Medical Transportation. Most people who have MO HealthNet or MO HealthNet managed care can get a ride to their health care appointments from the NEMT program. The NEMT program can be used when you do not have a way to your health care appointment without charge. The NEMT program may use public transportation or bus tokens, vans, taxi, ambulance, or even an airplane if necessary to get you to your health care appointment. You may also be able to get help with gas costs if you have a car, or have a friend or a neighbor who can take you. The NEMT program must okay this before your appointment.

#### **Tips about getting a ride before using NEMT**

If your city has public transportation, ask if you can ride the bus to your health care appointment at no cost to you.

Call your Local Community Organizations.

If you can get a ride from another agency, please call them before you call NEMT

#### **Who can get NEMT services?**

What health care services can I get NEMT to take me to?

The appointment is with a health care provider that takes MO HealthNet or MO HealthNet managed care.

The appointment is for services covered by MO HealthNet or MO HealthNet managed care.

The appointment is with a health care provider near where you live. If the provider is far away, you may need to say why and get a note from your doctor. There are rules about how far you can travel to a health care appointment and get a ride from the NEMT program.

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#### **NEMT will not give you a ride to these services:**

Pharmacy, certain Durable Medical Equipment services, some Comprehensive Substance Treatment Abuse and Rehabilitation (CSTAR) services, Developmental Disability (DD) Waiver Services, some Community Psychiatric Rehabilitation (CPR) services, adult day health care services, and services provided in your home.

School districts must supply a ride to a child's individual education plan (IEP) services and IEP medical related services

### **How do I use the NEMT program?**

Call 1-866-269-5927. You must call at least 5 calendar days before the day of the appointment or you may not get NEMT. You may call this number Monday through Friday, 8:00 a.m. to 5:00 p.m. for regular scheduled appointments. You may be able to get a ride sooner if a medical problem comes up and your doctor says you can be seen. For these "urgent care appointments", you can call this number 24 hours, 7 days a week. If you have an emergency, dial 911, or the local emergency phone number.

### **What do I need when I call 1-866-269-5927 for a ride?**

The caller will need the following information when requesting a ride:

The patient's name, date of birth, address, phone number, and the MO HealthNet or MO HealthNet managed care ID number;

The name, address, and phone number of where you are going;

The date and time of the appointment;

The medical reason for your transportation request;

The type of MO HealthNet covered service (doctor, dentist, therapy, etc.);

Special needs of the patient, such as the patient uses a walker, cane, or wheelchair;

Tell the NEMT program if you need someone to go along if the patient is under the age of 21. If the patient is under the age of 17, they must have a parent/guardian ride with them.

### **What do I do if my ride is late?**

If your ride is more than 15 minutes late, call 1-866-269-5944.

### **Do I have to pay for this service?**

Yes. You must pay \$2 for each trip. This \$2 will be charged for trips that are one-way or round trip.

If your trip requires more than one stop, you still only pay \$2.

Your ride cannot be denied if you cannot pay \$2.

You do not pay \$2 if you are under age 19, pregnant, blind, or if you live in a nursing home.

You do not pay \$2 if you use public transportation, bus tokens, or if you receive help to pay for gas

### **What else do I need to know about the NEMT program?**

If more than two (2) stops are needed before returning home, the transportation provider will get the trip prior approved from the MO HealthNet agency.

Call the NEMT program to cancel the ride if you cannot go to your appointment or need to change the date.

The NEMT program will give you a ride that meets your needs. You do not get to choose what kind of car or van or the company that will give you the ride.

If your child is not yet 4 years old OR over 4 years old and weighs less than 40 pounds, then you must bring a car seat. If you do not own a car seat, please provide this information when you make your reservation and a car seat will be provided

### **What can I do if a NEMT service is denied?**

The NEMT program will send you a letter if they do any of the following: deny or give a limited approval of service; suspend or end a service already approved; or deny payment for a service. You have the right to ask for a State Fair Hearing within 90 days from the date of the letter. You may ask anyone such as a family member, your minister, a friend, or an attorney to help you. A decision will be made within 90 days from the date you asked for a State Fair Hearing unless it was an expedited request. For information on a State Fair Hearing, call the Participant Services Unit at 1-800-392-2161 (Toll Free) or 1-573-751-6527 (at your cost).