



*Medicaid  
Non-Emergency Medical Transportation  
(NEMT)  
Procedure Manual*



*Revised 7/1/15*

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## Introduction

Per Federal Rule 42 CFR 440.170(a), “Transportation includes expenses for transportation and other related travel expenses determined to be necessary by the agency to secure medical examinations and treatments for a recipient.”

Medicaid is an assistance program enacted to provide health care services to individuals who are low-income, aged, blind or disabled and families with children. Started in 1965, it is funded with federal and state monies and administered by each state.

Non-Emergency Medical Transportation (NEMT) is a covered service for members enrolled in Medicaid and Dr. Dynasaur programs. NEMT is a statewide service for providing transports for eligible people to and from necessary, non-emergency medical services. It is provided through Personal Services Contracts between the State of Vermont, Department of Vermont Health Access (DVHA) and local public transit Brokers (Brokers).

This manual is primarily for use by transportation Brokers to help determine eligibility and ensure the least costly, most appropriate NEMT for eligible Medicaid members. This manual is to be used in conjunction with the Vermont Medicaid Provider Manual, which can be found at [www.vtmedicaid.com/Downloads/manuals.html](http://www.vtmedicaid.com/Downloads/manuals.html).

## Non-Emergency Medical Transportation (NEMT)

DVHA oversees and monitors NEMT, issuing policies and procedures to coincide with changing circumstances and federal and state directives. DVHA is also responsible for approving various trips and exceptions, including authorizing trips outside of a 60 mile radius from a member’s home and out-of-state trips.

DVHA contracts with a network of transportation Brokers to provide statewide access to transportation services for eligible members. Brokers screen for eligibility, schedule the least-costly mode of transportation to medical appointments/services, and submit claims to HP Enterprise Services (HP) for processing.

Brokers are subject to service approval, along with claims processing and utilization review. They are also required to abide by the terms of their personal services contracts with DVHA, the Provider Enrollment Agreement, and the latest approved version of this manual. Brokers must also abide by all aspects of the Federal Tax Code.

**A member’s freedom of access to health care does not require Medicaid to cover transportation at unusual or exceptional cost in order to meet a member’s personal choice of provider.**

## Definitions

**Member:** A person eligible for NEMT under the Medicaid program managed by The Department of Vermont Health Access.

**Broker Employee or Volunteer:** An employee or volunteer who, through a Broker, provides transportation services or otherwise has direct contact with Medicaid members as part of his/her job responsibilities.

**Carrier:** Mode of transport engaged to provide NEMT; for example, volunteer drivers, taxis, vans, buses, etc.

**Contractor:** Local public transit Broker who has contracted with DVHA to provide services.

**Cancellation:** The withdrawal of a trip request by a member that occurs within the prescribed acceptable period for such action. Twenty-four (24) hour notice of cancellation is generally encouraged.

**Center for Medicare and Medicaid Services (CMS):** A division of the federal Department of Health and Human Services, CMS oversees the administration of all Medicaid programs.

**Department of Vermont Health Access (DVHA):** The department responsible for the administration of the Vermont Medicaid program.

**Eligibility:** In order to receive NEMT benefits members must be eligible for Medicaid. These determinations are made by eligibility specialists either with the Health Access Eligibility Unit or at a local district office.

**Eligibility Verification System (EVS):** An automated system that enrolled providers can access to verify member eligibility prior to providing services. Eligibility can be verified either through the HP Voice Response System or through the online Medicaid portal at [www.vtmedicaid.com](http://www.vtmedicaid.com).

**Emergency Medical Condition:** The sudden and unexpected onset of an illness or medical condition that manifests itself by symptoms of sufficient severity, including severe pain, that the absence of immediate medical attention could reasonably be expected by the prudent layperson, who possess an average knowledge of health and medicine, to result in: placing the member's physical or mental health in serious jeopardy; or serious impairment to bodily functions; or serious dysfunction of any bodily organ or part.

**Emergency Services:** Health care items and services furnished or required to evaluate and treat an emergency medical condition.

**Estimated Time of Arrival (ETA):** The projected time that the vehicle shall pick up the passenger. Due to traffic, weather, passenger needs, and the nature of coordinating numerous trips in the same vehicle, it is not always possible to have precise pickup/drop-off times. As such, a reasonable variance due to conditions is permitted.



**Fiscal Agent:** The contractor that processes and reimburses claims on behalf of the State of Vermont. Currently, that contractor is HP Enterprise Services (HP), P.O. Box 888, Williston VT 05495.

**Green Mountain Care Card:** The card provided to a member to use when accessing Medicaid-eligible services.

**Health Insurance Portability and Accountability Act (HIPAA):** The federal law that governs the uniform electronic submission of claims and privacy of all insurers.

**HPES:** HP Enterprise Services is the DVHA's fiscal agent, responsible for processing claims for NEMT provided under this contract.

**Medically Necessary:** Health care services, including diagnostic testing, preventive services, and aftercare that are appropriate in terms of type, amount, frequency, level, setting and duration to the member's diagnosis or condition. Medically necessary care must be consistent with generally accepted practice parameters as recognized by health care providers in the same or similar general specialty as typically treat or manage the diagnosis or condition and help restore or maintain the member's health, or prevent deterioration or palliate the member's condition, or prevent a likely onset of a health problem or detect an incipient problem.

Additionally, for those members eligible for Early and Periodic Screening, Diagnostic and Treatment (EPSDT), medical necessity includes a determination that a service is needed to achieve proper growth and development or prevent the onset or worsening of a health condition.

For transportation requests that ask for additional riders, "medically necessary" means that an additional person's presence is required both during transport and while at the location of treatment. If the presence of this additional person is not required at the place of treatment, then DVHA cannot pay for additional expenses if requested.

All determinations of medical necessity are subject to final review by DVHA's Medical Director.

**Member Services for Green Mountain Care:** The contracted entity that responds to member inquiries regarding eligibility and coverage for all health care programs. The Member Services number is 1(800) 250-8427.

**Mode:** Modes of transportation include:

- Free fixed-route public transportation
- Fixed and deviated route voucher or fare
- Volunteer driver trip (may have multiple riders)
- Taxi (may have multiple riders)
- Demand response public transport vehicle
- Immediate family, other relatives, or friends with vehicles

**No-Show:** Member failure to show for a ride. A "No-Show" has occurred when the vehicle has arrived within the pickup window of the ETA, a valid cancellation of a trip request has not been made, and the rider has not boarded the vehicle within the specified wait time.

**Per Member Per Week (PMPW) Rate:** A pre-negotiated rate at which Brokers will be reimbursed for providing transportation services for eligible members. Weekly payments are based on a formula which takes into account the number of unduplicated riders served in a set time period. Attachment B of each Broker's NEMT contract further defines this payment methodology.

**Primary Care Plus (PC Plus):** The name for Vermont's primary care case management program in which a member must select a primary care provider to assist in the management of medical care. This managed health care delivery system is administered by the DVHA.

**Pick Up Point:** The pickup point for all rides should be at the member's home address. Special requests require approval by DVHA.

**Prior Authorization (PA):** A process used to assure the appropriate use of health care services and benefits. The goal of the PA process is to ensure that the proposed request meets all set criteria, and that all appropriate, less-expensive alternatives have been given consideration. All transports must be prior authorized to qualify for reimbursement. Prior authorization/approval for specific programs such as Reach Up, and specific travel such as out-of-state, in-state/out-of-area are referenced in this manual. The only exception to the PA requirement is if a member was granted retroactive Medicaid eligibility and had transportation expenses from the newly covered period that had not previously been paid but met all of the criteria for Medicaid transportation eligibility.

**Qualified Health Plan:** A certified health plan you can buy through Vermont Health Connect. These plans do not have a transportation benefit, however.

**Registry or Registries:** The Registries of substantiated instances of abuse, neglect or exploitation of a child or vulnerable adult, maintained by AHS as pursuant to law.

**Rider:** Passenger in a mode of transport.

**Service Animal:** Per ADA rule, a service animal is a dog that is individually trained to do work or perform tasks for people with disabilities.

**SFY:** State Fiscal Year is July 1st – June 30th.

**Taxi Company Employee:** An individual providing transportation services for a taxi company.

**Taxi Company:** An entity or company that provides taxi service and is identified as a taxi provider.

**Unavailable Vehicle:** see No Other Transportation Available.

**Volunteer Driver:** A driver provided through the Broker who does not reside in the same physical household as the Medicaid member and who provides the vehicle for transport; or a driver provided through the Broker who resides in the same physical household as the Medicaid member, is not related to the Medicaid member, and provides the vehicle for transport. All volunteers must go through a background check process, administered by the Broker.

## Abbreviations

AABD	Aid to the Aged, Blind, and Disabled
AAG	Assistant Attorney General
ADAP	Alcohol and Drug Abuse Programs
AHS	Agency of Human Services
ANFC	Aid to Needy Families with Children
CFC	Choices for Care (1115 Long Term Care Medicaid Waiver) Program
CMHC	Community Mental Health Center
CMS	Centers for Medicare and Medicaid Services
DAIL	Department of Disabilities, Aging & Independent Living
DCF	Department for Children and Families
DDS	Disability Determination Services
DHRS	Day Health Rehabilitation Services
DOB	Date of birth
DOS	Date of service
DMH	Department of Mental Health
DMV	Department of Motor Vehicles
DVHA	Department of Vermont Health Access
EPSDT	Early and Periodic Screening, Diagnosis and Treatment
ESD	Economic Services Division
GMC	Green Mountain Care
HAEU	Health Access Eligibility Unit
HIPAA	Health Information Portability and Accountability Act of 1996
HPES	HP Enterprise Services
MMIS	Medicaid Management Information System
NCIC	National Criminal Information Center
NEMT	Non-Emergency Medical Transportation
PA	Prior Authorization
PC PLUS	Primary Care Plus
PMPM	Per Member Per Month
PMPW	Per Member Per Week
RUFA	Reach Up Financial Assistance
VCCI	Vermont Chronic Care Initiative
VCIC	Vermont Criminal Information Center
VDH	Vermont Department of Health
WIC	Women, Infants and Children

## Per Member, Per Week Reimbursement

DVHA will pay all Brokers on a Per Member, Per Week (PMPW) basis to deliver transportation services to eligible members. Brokers will be paid in accordance with Attachment B of their contracts with the State.

For claims that exceed the payment threshold of \$1,000, each Broker will be required to submit a payment exception request to DVHA. These claims should not be submitted directly to HP, as they will either automatically deny or pay zero. Each request should include the CMS1500 form, the attached expense report, an approved copy of the physician referral form, and the associated receipts.

DVHA will review the request and forward to DVHA management for payment approval. The request will then be sent to HPES for processing. HP will contact the provider and attempt to resolve any incomplete documentation issues if needed.

## Performance Standards

Failure to meet any of the performance standards listed below may result in financial penalties as described in Attachment B of the Broker's contract with the State. Whenever such a failure results in a significant negative impact on a member, Broker must notify DVHA immediately.

Standard	Measure/Target	Reporting Requirements
Provide transportation (in accordance with this manual) whenever a trip request is received with at least two business days' advance notice to the broker	95% of the time	Brokers will report all cases where standard isn't met. This should be included in broker's monthly report.
Broker will provide professional and courteous customer service to all members.	95% of the time	Brokers will report all complaints and resolutions in the monthly report.
Calls will be answered by a live person within 3 minutes.	95% of the time	Brokers will report all cases where a member was on hold for more than 3 minutes. Include in monthly report.
Call abandonment rate shall be minimal. A call will be considered "abandoned" when a member hangs up before speaking with a live operator.	<5% of all calls are abandoned	Brokers will report all cases where a member was on hold for more than 3 minutes. Include in monthly report.
Members will arrive on time for their appointments.	95% of the time	Broker will report all cases where a member arrived late for an appointment. This report shall document any extraordinary conditions (weather, etc). Include in monthly report.
Broker will pick up member within the timeline of the "On Time Pick Up Window" as defined in the manual. This also applies to return trips.	95% of the time	Broker will report all exceptions as a part of their monthly report.
All provisions of the transportation manual and contract shall be met.	95% of the time	Broker will report all exceptions as a part of their monthly report.

## Background Checks

Background checks must be performed on all Broker employees, volunteer drivers, taxi and all other subcontracted drivers. They must clear all background checks prior to initial hire with the databases listed below.

- National Criminal Information Center (NCIC)
- Vermont Criminal Information Center (VCIC)
- Child Abuse Registry
- Adult Abuse Registry
- Department of Motor Vehicles (DMV)
- Office of Inspector General (OIG)

Backgrounds must be performed on an annual basis thereafter for the following databases:

- Vermont Criminal Information Center (VCIC)
- Child Abuse Registry
- Adult Abuse Registry
- Department of Motor Vehicles (DMV)
- Office of Inspector General (OIG)

Services may not be rendered by anyone who does not have a clear background check, including administrative staff. DVHA will not reimburse Brokers for transport services if they were arranged or provided by someone who does not have clear registry checks.

### ***National Criminal Information Center (NCIC) & Vermont Criminal Information Center (VCIC)***

Individuals must not have a criminal conviction for an offense involving bodily injury, abuse of a vulnerable person, a felony drug offense, or a property/money crime involving violation of a position of trust, including, but not limited to:

- |                                 |                             |
|---------------------------------|-----------------------------|
| Abuse, neglect, or exploitation | Aggravated assault          |
| Aggravated sexual assault       | Aggravated stalking         |
| Arson                           | Assault and robbery         |
| Assault upon law enforcement    | Cruelty to children         |
| Domestic assault                | Extortion                   |
| Embezzlement                    | Hate motivated crime        |
| Kidnapping                      | Lewd and lascivious conduct |
| Manslaughter                    | Murder                      |
| Recklessly endangering another  | Sexual assault              |
| Simple assault                  | Stalking                    |

### ***Adult Abuse Registry & Child Abuse Registry***

Individuals must not have a substantiated finding of abuse, neglect, or exploitation of a child or vulnerable adult.

### ***Department of Motor Vehicles (DMV)***

If a DMV check reveals any violation, Brokers must request a variance from DVHA for approval. Non-restricted convictions or motor vehicle violations such as a speeding ticket may be allowed depending upon the situation.

Other variances of this policy may be granted only under exceptional circumstances, and only with the DVHA's specific authorization for the variance.

### ***Office of Inspector General (OIG)***

This list carries the names of individuals who have been convicted of illegal activity regarding Medicaid fraud or abuse. The search function for this list can be found at both <http://exclusions.oig.hhs.gov/> and <https://www.epls.gov/epls/search.do?reset=true>. If an OIG check reveals any violation, Broker must request a variance from DVHA prior to approval.

## **Documentation Requirements**

Brokers are required to keep records for 7 years. All records must be available at any time for review by Federal or State authorized staff. Brokers must provide records for review within 30 days of the request. This requirement also applies to all subcontracted drivers.

### ***General Requirements***

All trip manifests must include:

- Full date
- Driver's full name/signature
- Miles travelled (odometer readings)
- Client's full name
- Pick-up and drop-off locations
- Pick-up and drop-off times (actual)
- The time the driver starts and stops billing

Each trip must be documented (listed) individually on the driver's manifest. Member notices and all prior authorizations including supporting documentation must be kept on file.

### ***Taxis & Other Subcontractors***

Brokers must maintain a list of:

- Taxi companies utilized.
- Taxi company drivers who provide NEMT, including documents attesting to completion of required background checks.
- Subcontracted companies utilized.
- Names of subcontracted drivers who provide NEMT, including documents attesting to completion of required background checks.

In addition:

- All subcontracted or taxi invoices must include the name and signature of the driver.
- All subcontracted van manifests must meet the specifications listed in General Requirements.

### ***Waiver of Liability***

- A signed Waiver of Liability must be on file before Hardship Mileage reimbursement can be paid.

### ***Background Checks***

- Brokers must maintain records of all completed background checks.

## **NEMT Eligibility**

### ***Member Eligibility***

Members must be enrolled in Vermont Medicaid in order to be eligible for NEMT.

- Medicaid
- MAGI (Modified Adjusted Gross Income) Medicaid
- Primary Care Plus (PC Plus) managed care Medicaid
- Dr. Dynasaur

Members in the following programs are not eligible for NEMT:

- Pharmacy programs
- Qualified Health Plans obtained through Vermont Health Connect

### ***Confirming Eligibility***

Brokers are responsible for verifying a member's eligibility before each ride. Eligibility is verified using any of the following resources:

- HPES Voice Response System: 1-800-925-1706.
- Transaction Services at [www.vtmedicaid.com/Interactive/login2.html](http://www.vtmedicaid.com/Interactive/login2.html)
- Provider Electronic Solutions (PES) software, free and available at [www.vtmedicaid.com/Downloads/software.html](http://www.vtmedicaid.com/Downloads/software.html)



## ***No Other Transportation Available***

Medicaid will provide rides to Medicaid-billable appointments for eligible members only when they have no other means of transportation available to them. Medicaid will not pay for transportation if the member could have been transported for free or if the transportation was otherwise unnecessary. It must be proven by the member that no other transportation options exist. All transportation that is present within a Medicaid-defined household is considered available transportation. All reasonable efforts to access other means of transportation – roommates, friends, extended family options - must be exercised.

If a member or a member's family member owns a vehicle but the vehicle is unavailable, the member may be eligible for a ride. A vehicle is considered unavailable if one of the following criteria exists:

- The vehicle is not registered per DMV records.
- There are no licensed drivers in the household per DMV records.
- The vehicle is not insured (policy cancellation documentation must be provided).
- There is no one in the household capable of driving the vehicle (medical exemption documentation must be provided).
- The vehicle is being used for work purposes.
  - The appointment cannot be scheduled around the wage earner's working hours, (note from employer needed) or
  - The wage earner works at such a distance that they are not able to be dropped off and picked up at work so that the vehicle may be used for the transport to a medical appointment.

If the member/family member owns a vehicle that is unavailable according to any of the above criteria, they must complete and sign a Medicaid Car Exception Request form declaring the vehicle unavailable. This form will be reviewed by DVHA for an appropriate approval or denial. The completed form must be kept on file and maintained by the Broker.

## **Proof of Inoperable Vehicle**

Members must provide proof if a registered vehicle in the household is inoperable. A Medicaid Car Exception Request Form must be completed and signed by the member. A signed statement from a certified mechanic on company letterhead outlining the issue(s) with the vehicle and stating why it is inoperable must accompany the request.

If the issue can be easily addressed, the transportation may be denied, or a short time frame will be offered for the member to get the vehicle repaired. For vehicles with more serious issues, an extended time frame may be allowed.

DVHA's Chronic Care staff can also submit documentation of an inoperable vehicle. VCCI staff must fill out the Medicaid Car Exception Request Form and submit it to DVHA for consideration. If accepted, the form will be forwarded to the Broker for their files.

## **No License and/or Insurance**

If a member has a working, registered vehicle in the household but that member cannot drive due to 1) not having an active license or 2) no insurance on the vehicle, then the ride should be scheduled.

Proof of the license suspension can be obtained from DMV records, but the proof of a lack of insurance must be provided by the member. This proof should be in the form of a policy cancellation from the insurance carrier.

For both lack of insurance and/or license suspensions, DVHA has the authority to set a period in which the member must make payments to their insurance company or to DMV to regain a suspended license. If insurance coverage and/or license reinstatement is not established in that period, additional rides may be denied. The member must provide proof of payments and current status upon request.

## **No Public Transit or Free Transports Available**

Medicaid transportation may not be used whenever free transportation is available.

Examples of such programs are:

- Free public transportation.
- Federally Qualified Health Centers that offer free transportation.
- Volunteer programs.
- Long-term Care providers supplying patient transportation (unless the patient receives Level III or IV residential care).
- Substance abuse treatment programs that supply transportation to their participants.
- Churches that provide transportation to members.
- Hospital social service departments with access to programs that provide free transportation.
- Any organization that provides transportation to the general public for free.
- Rides that can be provided by the Broker using programs funded by sources other than Medicaid.

## ***Transport To A Medical Appointment or Service***

Medicaid transports eligible members to and from necessary medical appointments/medical services, as long as:

- The medical appointment/service is with or provided by a health care provider enrolled in the Vermont Medicaid Program, and Medicaid will be billed for the visit.
- The medical service is recognized by the Vermont Medicaid Program as a covered medical service.
- The appointment/service can be verified by the Broker.
- Individual pharmacy trips may not be covered if the designated pharmacy has either a mail or home delivery program. In this situation, the Broker will act upon the direction of DVHA. The Broker may need to find out from the member the name of the prescribed medication to determine the validity of the trip.

### ***Enrolled Provider***

The medical service must be provided by a health care provider enrolled in the Vermont Medicaid program, and that service must be billable to Vermont Medicaid. The Medicaid Provider list is maintained and posted online at <http://www.vtmedicaid.com/index.html> . Generally, if the examination or treatment is covered by and billable to Medicaid, and all other necessary conditions have been met, such as referral from the Primary Care Provider (PCP) or psychiatrist, then Medicaid covers NEMT.

The following health care provider types are recognized by the Vermont Medicaid Program:

- Chiropractors
- Dentists
- Ophthalmologists
- Optometrists
- Physicians
- Podiatrists
- Licensed Master's and Doctorate-level Psychologists and Social Workers
- Certified Nurse Midwives
- Lay Midwives
- Physical Therapists
- Occupational Therapists
- Speech Language Pathologists
- Orthodontists
- Oral Surgeons
- Licensed Marriage and Family Therapists
- Naturopaths

### ***Available Provider***

Medicaid transports eligible members to the health care provider/medical service generally available to and used by other members of the community in which the member is located.

**A member's freedom of access to health care does not require Medicaid to cover transportation at unusual or exceptional cost in order to meet a member's personal choice of provider.**

If a member has lost access to a closer provider due to inappropriate actions or behaviors, DVHA shall not be held responsible for transporting the member to a more distant location.

## **NEMT Program Administration**

### ***Least Costly Mode of Transport***

Brokers should utilize the least costly available mode of transport based on Medicaid rules. Each decision must be documented.

The following modes/manners of transportation are commonly used:

- Free fixed-route public transportation.
- Fixed and deviated route bus token or voucher.
- Volunteer driver trip (may have multiple, coordinated riders).
- Taxi (may have multiple, coordinated riders).
- Demand response public transport vehicle (may have multiple, coordinated riders).
- Personal Choice Driver (only available as an option upon prior approval from DVHA).

### **Ride Coordination**

When scheduling rides, Brokers should coordinate all requests and ensure the least costly mode is being used for the most efficient utilization of services. As an example, if a member can be added to an existing or planned route if they adjust their appointment time, the expectation is for them to contact their doctor's office to reschedule, when possible.

If necessary, a broker may deliver the member to the facility up to an hour before the scheduled time of the appointment. The broker may also request that the member wait up to an hour after the appointment has ended for pick up.

### **Medical Necessity**

Medical necessity for transport other than the least costly, best available mode requires documentation from a physician. The physician must fill out and sign a DVHA NEMT Medical Exemption form, complete with the member's diagnosis which supports the specific (more expensive) mode of transportation being requested. This form can be found at <http://dvha.vermont.gov/for-providers>. Brokers should also have these forms available on site for distribution upon request.

In order for an exception to be granted the member must not be utilizing other types of transportation. Example: a member diagnosed with Agoraphobia will not receive approval for a taxi transport to see their doctor if they take the bus on other occasions.

The documentation may be reviewed by DVHA's Medical Director before approval. If the member refuses to use the transportation authorized by Medicaid, it is their responsibility to obtain and pay for the higher-cost transportation. Medicaid is not required to incur exceptional costs to transport the member. Brokers will then notify the beneficiary of DVHA's decision.

## ***Public Transportation***

Members who live within a quarter-mile of a bus route are required to utilize that mode of transportation, unless they can obtain documentation from their physician confirming they cannot walk that distance. Those who live within this walking distance must schedule their appointments to coincide with bus schedules.

## ***Advance Notice Guidelines***

If a Broker receives a transportation request with fewer than two business days' notice, the Broker shall accommodate that request if the trip can be scheduled using either the same or a less-costly mode than would have been the case if more advanced warning had been provided. The Broker may not utilize a more expensive mode of transport to accommodate trips requested with fewer than two business days' notice. Brokers may request that members reschedule their appointments in order to assure transport is provided with the least expensive mode. Brokers must also accept ride requests up until the close of the business day.

## ***Out-of-Area Transports***

Requests for transports more than 60 miles one way require a prior approval from DVHA. If the closest medical office or facility is further than 60 miles from the member's home, then Brokers may transport to the closest facility available. Reasonable flexibility is allowed for Broker discretion regarding the 60 mile limit.

The member's primary care physician (PCP) or treating physician must complete a Physician Referral Form for out-of-area transports. This form must be submitted for review by DVHA's Medical Director for prior approval of any exceptions to the distance limitation. Requests should be submitted to DVHA at least two weeks prior to the medical appointment whenever possible. DVHA will review the submitted information and decide whether to grant or deny the request, including any associated overnight lodging.

**A member's freedom of access to health care does not require Medicaid to cover transportation at unusual or exceptional cost in order to meet a member's personal choice of provider.**

## ***Prescriptions & Durable Medical Equipment (DME)***

For goods, transportation is limited to the nearest available pharmacy or durable medical equipment provider (if delivery or mailing is not an option). If a more distant pharmacy or DME supplier is requested, the medical necessity for that choice must be outlined by the referring provider for DVHA determination.

Brokers reserve the right to request the member prove that mailing or delivery of a prescription or DME is not an option.

## ***Inappropriate Actions or Behavior***

If a member has lost access to a closer provider due to inappropriate actions or behaviors, DVHA shall not be held responsible for transporting the member to a more distant location.

## **Member Moves**

If a member moves and must travel beyond the 60 mile limit for medical care, Brokers may transport to the member's (current) doctor up to 60 days from the date of the first request.

Members must be sent a notice advising them of this time period and that they are required to enroll with a doctor within the 60 mile limit (or closest to the new residence, if there are no available doctors within that range) in order to receive transportation after the 60-day limit.

Any exceptions to this rule must be preapproved by the DVHA's Medical Director.

## **Out-of-State Facility Transports**

A Physician Referral form must be submitted for review by DVHA for preapproval for all trips to out of state facilities for both elective outpatient office visits and inpatient hospital stays. Requests should be submitted to DVHA at least two weeks prior to the medical appointment whenever possible. The Physician Referral form can be found at <http://dvha.vermont.gov/providers/forms-1>.

DVHA will review the submitted information and decide whether to grant or deny the request, including any associated overnight lodging and/or meal reimbursement. If Medicaid is the primary insurance for a member, certain in- and out-patient services will need to have a prior authorization from DVHA's Clinical Unit in place before any associated transportation requests will be approved.

## **Mileage, Meals, and Expenses Reimbursement**

DVHA will reimburse for mileage expenses incurred for travel to and from prior-approved out-of-state medical appointments. Reimbursement will also be paid for other trip-associated costs, including parking and/or tolls. Receipts must be submitted to the Broker within 30 days of return home in order for reimbursement to be paid.

Members and/or prior –approved parents or guardians may also receive reimbursement for meal expenses incurred during the stay at an out-of-state facility. All meal receipts must be submitted to the Broker upon return. Meals will be reimbursed at the following rate:

- IN STATE (per meal):
  - Breakfast - \$5.00 – must depart before 5:30 AM
  - Lunch - \$6.00 – away 6 hours, and only after overnight stay
  - Dinner - \$12.85 – for return after 6:30 PM only
  
- OUT OF STATE (per meal):
  - Breakfast - \$6.25 – must depart before 5:30 AM
  - Lunch - \$7.25
  - Dinner - \$18.50 – for return after 6:30 PM only

## **Lodging**

If it appears that overnight lodging would be less expensive than mileage costs for multiple trips, Brokers may arrange the lodging upon approval from DVHA.

When members have been authorized to stay overnight, Brokers must arrange for the least expensive, most appropriate lodging available. If a member declines Broker-arranged lodging, the member will be responsible for the entire cost.

- Brokers will arrange for and pay lodging expenses directly to the lodging facility.
- If this is not possible, arrangements should be made to have the bill sent directly to the Broker.
- Except in prior-approved instances, DVHA will only reimburse Brokers for lodging expenses which are at or below the current maximum lodging rate as set by DVHA. If needed, please contact DVHA for the current rate if applicable.
- In cases where the member has been pre-approved to pay out-of-pocket for the lodging, the Broker will reimburse the member up to the current maximum rate upon the submission of approved trip receipts. No reimbursements shall be made for members who have paid for their own lodging without DVHA pre-approval.
- Brokers must have a credit card with a sufficient credit limit to accommodate paying for out-of-state and in-state/out-of-area travel (i.e., airline tickets, rental cars) and lodging.
- If Brokers learn of any unruly, dangerous, or illegal behavior occurring during an approved overnight lodging, such information should be relayed to DVHA immediately.
- DVHA will only pay for the member's lodging if found to be medically necessary. If the member is a minor, or if there is physician-proven medical necessity, DVHA will pay for lodging and meals for one adult to accompany the member while the need exists.
- Lodging (and meals) for any additional non-authorized individuals will not be reimbursed.

## ***On Time Pick Up Window***

Members must be ready to board their ride within five minutes of the ride's arrival. To maximize opportunities for ride coordination, Brokers will be allowed to request that members be picked up as early as one hour before their scheduled appointment time. Brokers may also request that members wait up to one hour past the scheduled completion time of their appointment for pick up.

## ***Verifying Medical Appointments***

Brokers must contact the provider to verify that a medical appointment is scheduled. If the appointment cannot be verified, the ride will not be scheduled. At the very minimum, 5% of all appointments shall be verified by the Broker. The results shall be documented for DVHA review upon request.

### ***Fraud, Waste, and Abuse***

A member who schedules a ride without a corresponding medical appointment may be referred to DVHA's Program Integrity Unit for further investigation.

### ***Pick-up & Drop-off Points***

Trips should originate at the member's residence. Members will be returned to their residence or a drop off point at a shorter distance than their residence, but only at the member's request and with approval from DVHA. Special circumstances may also require DVHA approval.

### ***After-Hours Transportation***

Unscheduled transportation outside of normal business hours is limited to transports from a hospital to facilitate discharge. Brokers must develop and maintain mechanisms to accommodate these situations.

The transport is covered by Medicaid if:

1. The Broker verifies the member's Medicaid eligibility, and
2. The Broker confirms the member is being discharged from the health care facility.

At no time is a Broker expected to provide a volunteer or employee to transport a member in an emergency situation to a health care facility, taking the place of an ambulance. Additionally, NEMT services should not be used to transport members to the emergency department for routine medical care. If a true emergency exists, members should be directed to call 9-1-1.



## **NEMT Process**

These steps must be followed for all NEMT requests for transport within 50 miles:

1. Verify a member's Medicaid eligibility.
2. Verify that transportation is not otherwise available to the member/family.
3. Verify the trip is to a medical service/appointment.
4. Verify the service/ appointment is provided by a health care practitioner who is enrolled as a Medicaid provider.
5. Verify this provider is the closest to provide the service.
6. Determine the most appropriate mode of transportation given the member's medical needs.
7. Schedule and provide the transport.

See "Out of Area Transports" section (page 21) regarding appointments that are not local.

## **Information Required for Transport**

The Broker must record the following information for all trip requests:

- Date and time of the request.
- Member name, address, and Medicaid number.
- Member status as a Medicaid member.
- Name of the health care provider.
- Address at which medical appointment/service is located.
- Date and time of the medical appointment/service.
- Whether or not the request is granted/denied. If denied, ensure that an official denial form has been mailed to the member.
- Whether or not the transport actually occurred.

Any unusual situations that may have occurred during the transport (driver was late, member was late, road detours or delays, accident occurred during transport, member was not at home/medical facility to be picked up at appointed time, etc) should also be documented.

## Volunteer Drivers

In order to receive reimbursement, Volunteer Drivers must meet the following criteria:

1. The transport is arranged by the Broker.
2. Volunteer meets all current background check requirements.
3. Volunteer provides their own vehicle.
4. The volunteer driver cannot reside in the same physical household as the Medicaid member, or
5. If they reside in the same physical household they cannot be related to the Medicaid member. Responsible relatives include:
  - Spouse/civil union partner
  - Unmarried parents with a child in common
  - Parents of minor children
  - Siblings
  - Any other blood relatives living in the household
6. Volunteers will not be reimbursed for driving a vehicle owned by the member or a member of the member's family; however, these cases may be eligible for reimbursement under the Hardship Mileage Program.
7. Foster parents may be volunteer drivers if the child is in the custody of the Department for Children and Families (DCF). Documentation of such must be available.
8. Court-appointed (non-parent) legal guardians for children under 18 years old are considered Volunteer Drivers. Documentation of such must be available.
9. Court-appointed legal guardians for adults 18 and older are considered Volunteer Drivers. Documentation of such must be available.
10. Rides set up directly by a member through a volunteer will not be eligible for reimbursement.
11. All communications with members must come from the brokers, not the drivers.

### ***Reimbursement***

Brokers may set up any reimbursement methodology as long as it complies with tax and employment laws. To obtain reimbursement for volunteer mileage, drivers must complete and submit a Trip Manifest within 30 days of the first trip taken (ongoing trips) or within 30 days of the date of return (longer, extended duration stays and/or travel) to the Broker.

### **Hardship Mileage**

The Hardship Mileage Reimbursement Program is for Medicaid members who:

- Have a vehicle, and
- Are transported over 50 miles per week (Sunday to Saturday), or
- Travel over 215 miles per calendar month for medically necessary appointments or services.

Hardship mileage reimbursement is \$0.18 (eighteen cents) per mile. All local travel must be prior authorized through the Broker. All out-of-area or out-of-state travel must be prior authorized through DVHA. Members will not be reimbursed for trips that do not meet all NEMT eligibility guidelines. The following individuals may be eligible to receive Hardship Mileage:

- Natural or adoptive parent of a child less than 18 years of age.
- An individual living in the Medicaid household providing transportation to a member using a vehicle owned/provided by the Medicaid household.
- Members using their own vehicle for trips totaling more than 50 miles per week or more than 215 miles per month (ie: dialysis, adult day, drug treatment, etc.).

Once prior authorized through the Broker, members may obtain reimbursement for hardship mileage by completing and submitting a Trip Manifest within 30 days of the first trip taken (ongoing trips) or within 30 days of the date of return (longer, extended duration stays and/or travel) to the Broker containing the following information:

- Starting point of the ride, and time and place of each medical appointment.
- Name of the medical provider.
- Actual miles traveled.

***Before Hardship Mileage is paid Brokers must verify that the mileage submitted is correct using Google Maps and also confirm that the member either saw the doctor or picked up a prescription.***

### ***Economic Necessity***

DVHA reserves the right to review all hardship requests to determine true economic necessity. Medicaid eligibility income guidelines will be used as a benchmark for all out of state transports, specifically the 300% FPL income level as a limit for assistance.

### **Waiver of Liability**

When Medicaid, Reach-Up members or Ladies First program participants voluntarily choose to drive their own vehicle and request Hardship Mileage Reimbursement, Brokers must obtain a signed Waiver of Liability from the member and driver.

The Waiver:

- Notifies the member and/or driver it is their responsibility to assure that the vehicle is properly registered and inspected.
- Verifies that the driver has a current driver's license.
- Notifies the driver that the vehicle must be operated in compliance with all motor vehicle laws.
- Explains that the member and/or driver assumes full responsibility for all liability and all risk of injury or loss and waives/releases any claims which the member or the driver may have against the Broker or DVHA.

A Waiver of Liability must be on file with the Broker before any Hardship mileage reimbursement can be paid.

## **Allowing Other Passengers**

In order for individuals to accompany a Medicaid member on a ride, medical necessity for the need of that additional rider must be proven. Specific examples may include:

- An adult accompanying a minor child.
- A companion accompanying a disabled person.
- A parent visiting a sick minor child in a hospital.

Brokers will only allow newborn infants younger than six months to accompany beneficiaries during transports – and only if the member is actively breastfeeding. Infants over the age of six months and younger than the age of six years old will only be allowed on rides if the proper medical exemption paperwork has been submitted to and approved by DVHA staff prior to the ride.

Members requesting others to assist or accompany them on a transport must receive prior approval from DVHA. A letter from the referring physician proving medical necessity must be faxed with the completed and signed Physician Referral form for review by DVHA. Brokers will then notify the beneficiary of DVHA's decision.

## **Bus Voucher Program**

In Chittenden County, eligible Medicaid members who live on an existing bus route will be required to access that available public transportation. Members will be provided the opportunity to obtain a 10-ride bus voucher from the local program administrator. Once the member has the voucher, they will not be issued a new one unless the following process is followed:

1. Member has appointment with qualified provider.
2. Member calls program administrator to register appointment.
3. Program administrator logs [and randomly verifies] appointment.
4. Repeat steps 1-3 until member reaches last two rides on voucher.
5. Administrator sends new voucher to member.

## **Member Communication**

### ***No-Show Procedures***

At the first recorded no-show by a member, the Broker will send out the “No-Show Warning Notice”. After the third no-show, the Broker must send a “No-Show Call Ahead Notice” to the member that advises that they will now be required to call the Broker to set up rides and also to confirm those rides before they take place.

A member with three no-shows will still be required to call in advance to set up their ride and they must call to confirm the ride either the afternoon before they are scheduled (if appointment is before 11 am), or the morning of the appointment (if it is scheduled for after 11 am). If the member does not call in, the driver will not be sent for the pick up, and the ride shall not take place.

Good cause for missing rides may be taken into consideration when addressing specific no-show incidents. Late or last-minute appointment cancellations by providers shall not be counted as no-shows for members.

If there are no no-shows in the next six months, the member may be allowed to revert to the normal process. A Ride Process Notice must be sent to the member. Any subsequent no-show, however, will result in the member again being forced to comply with the new call in guidelines.

If a Reach Up member is a “no show,” copies of all notification letters will be sent to the member’s Reach Up Case Manager at the local DCF office.

No-shows shall count for the entire immediate family (all members living in the same Medicaid household). For example, a no-show by a child shall count as one no-show for all members of that household, whereas a no-show by a non-related roommate shall not count against others in the home. All questions concerning the composition of the “Medicaid household” should be directed to DVHA.

NOTE: If a Broker does not send the appropriate notices, the member’s no-shows cannot be counted against them until a notice has been sent.

### ***Denial of Transportation***

When any request for transportation is denied, a Medicaid member must be sent a written notice explaining the reason for the denial and informing the member of the right to appeal. Brokers must use the most recent version of Notice of Decision for Medicaid Transportation (220MT).

Brokers will complete the notice and check the appropriate reason for denial. If the reason is not stated on the form, check “Other” and fill in the blank. All reasons must coincide with Medicaid policy. If in doubt, the Broker should contact DVHA for guidance. All denials must be mailed to the member’s home address within 24 hours of the action.

One copy of this notice shall be sent to the member, and the other shall be kept on file with the Broker.

### ***Unruly, Dangerous or Illegal Behavior***

Brokers must assure transportation to and from necessary medical services is available for eligible members. Brokers may not deny transportation services because the member is “unpleasant” (i.e., disagreeable or generally obnoxious). In cases where member behavior is obnoxious or offensive but not dangerous or illegal, the Broker should inform the member in writing that the behavior is unacceptable and may jeopardize future transports.

Brokers, under direction from DVHA, also have the option to “lock-in” a member to one specific volunteer driver due to repeated instances of offensive or inappropriate behavior. If the member chooses not to ride with that driver, then transportation will not be provided.

A member should be reported to the police if their behavior is dangerous or threatening to Broker employees or the public, or if the Broker believes the member is engaging in behavior that is against the law, such as using illegal drugs (for example, smoking marijuana while being transported). These actions should also be reported to DVHA.

After making a report, the Broker must notify the member in writing that the threats, physical abuse, or dangerous or illegal behavior has been reported to the appropriate authorities and that these actions may affect the member’s ability to obtain further rides. This notice can be in the form of a behavior contract, which outlines the need for compliance to ride and behavior guidelines. Any actions or behaviors which are in violation of set trip rules will result in a suspension of ride privileges. The member must sign this document in order to receive further rides. If no signature is received, further rides may be in jeopardy. The process of creating this document must be undertaken in conjunction with DVHA input.

In cases where a member has a history of poor behavior and as a result no carrier is willing to provide a transport, the member must receive a Notice of Decision for Medicaid Transportation advising them “No carrier or driver willing to transport.” Please advise DVHA about these cases as soon as possible.

### ***Member Appeals***

A member may appeal any denial of a request for transportation. The Notice of Decision for Medicaid Transportation includes information regarding the appeal process. All calls regarding appeals should be sent directly to Green Mountain Care at 1-800-250-8427. Members should not be directed to DVHA staff if they have questions concerning a denial; all questions and explanations shall be addressed by the appeal process. DVHA staff may contact the Broker if more information is needed regarding the appeal.

## **Eligible and Ineligible Medical Services**

Members are only eligible for transportation services to medical appointments or services that are covered by and billable to Medicaid. Situations may arise, however, where Medicaid will pay for transportation to a service that is not normally covered under current Medicaid guidelines. The Broker must contact DVHA to discuss these situations and to receive approval to transport.

### ***Examples of NEMT Eligible Services***

- Care Coordination visits – meetings with DVHA’s Care Coordinators (nurse or social worker) at their office location.
- Childbirth Education Classes – if not a Lamaze class, prior authorization is required from DVHA.
- Contraceptives – Medicaid will transport to pick up contraceptives if the pharmacy does not offer mail or delivery services.
- Fair Hearings – Medicaid covers member transport to and from fair hearings.
- Healthy Living Workshops – sponsored by the Blueprint For Health.
- Hearing Aids – Medicaid will cover transportation for members to have their hearing tested or to have hearing aids repaired.
- Meetings with VCCI staff (DVHA Care Coordinators)
- Sex Offenders’ Group Therapy – if a licensed psychiatrist or psychologist participating in Medicaid leads or directly supervises the group.
- Smoking cessation workshops and programs, including hypnosis.
- Well Child Clinics – only if no other means of transportation are available.
- WIC Clinics – restricted to trips where the member will receive a medical service or evaluation.

## ***Examples of Non-Eligible NEMT Services***

- Trips to fill out paperwork or pick up benefits at ESD offices.
- Transportation to any activity, program or service that is not funded by or billed to Vermont Medicaid or the Blueprint or is not directly provided by an enrolled health care provider.
- Services required by a child's Individualized Educational Plan (IEP).
- Self-directed activities.
- A pharmacy for non-medical items.
- Experimental treatments where a control group is used or for clinical trials.
- Visiting sick friends or relatives.
- DCF District Offices to report changes or for reviews.
- Alcoholics Anonymous or other 12-step meetings.
- Vermont Association for the Blind meetings.
- Local Food Shelves.
- WIC program visits to obtain benefits (not medical services).
- Meetings with school counselors.
- Daycare facilities (children).
- Summer Camps/Schools.
- School tutoring/After school programs.
- Gyms/exercise facilities.
- Public or private pools for swimming.
- Homeless shelters.
- Civic organizations (American Legion, Lions, Elks, etc).
- Parenting classes (with the exception of child birth classes).
- Grocery/department stores (without pharmacies).
- Trip to a healthcare provider's office solely to obtain medical records.
- Support Groups – battered women, cancer, Alcoholics Anonymous, etc.
- When the service would normally be covered by Medicaid but is free (such as flu shots).
- When members have exceeded the dollar-cap for a covered service but have agreed to pay for additional care out of their own pocket.



## **Child Transports**

Brokers will not approve a request for transportation by a biological or adoptive parent who has an appropriate vehicle unless those transports qualify for hardship mileage reimbursement. A Broker may request that an adult accompany a minor for the transport to be provided if the Broker is uncomfortable providing transportation to a minor who is being transported alone.

Foster parents and court-appointed (non-parent) legal guardians for children under 18 years old are considered Volunteer Drivers and will be reimbursed as such.

### ***Trips Not Covered by Medicaid***

The following trips are not covered by Medicaid. Foster parents must request reimbursement for these trips from their foster child's caseworker:

- Transportation to and from a hospital for visits with an in-patient foster child.
- Transportation to and from a special training for a medical condition to help support the care of the foster child.
- Transportation to and from any facility to support the foster child's family reunification plan.

## **Court-Ordered Services**

Transportation may be authorized if a member is mandated by a court to attend a service such as counseling or other form of therapy, as long as the appointment is both a normally-covered Medicaid service and the provider is participating with Vermont Medicaid. Normal NEMT rules apply with regard to distance, available vehicles, and the possible need for a prior authorization.

## **Adult Day Services**

Members receiving adult day services through the Department of Disabilities, Aging and Independent Living's (DAIL) Choices for Care Program, Highest and High Needs groups are eligible for NEMT to/from the adult day center as long as all other Medicaid Transportation requirements are met.

Brokers must obtain a signed copy of the DAIL Choices for Care Waiver Service Plan. The plan will indicate the approved Adult Day Service provider and the number of hours for a two week period.

## **Day Health Rehabilitation Services (DHRS)**

Members receiving Day Health Rehabilitation Services (DHRS) are eligible for Medicaid transportation as long as all other Medicaid Transportation requirements are met.

Brokers must obtain a copy of the Vermont Day Health Rehabilitation Services Prior Authorization Form from the requesting provider. The prior authorization will indicate the approved number of hours per week and the period of eligibility during which the Medicaid member may attend.

Note: There may be occasions when an Adult Day or Day Health Rehabilitation provider refers a person whose is pending health care eligibility. If the provider requests transports for this person prior to Medicaid being granted, Brokers should request a written guarantee of payment from either the provider or the member in the event Medicaid is denied. Upon receipt of the payment confirmation Brokers may begin providing transport but must hold all billing until Medicaid eligibility has been determined.

## **Residential Care and Nursing Facilities**

Medicaid covers trips to and from medically necessary services for Residential Care Home residents, but only after the resident has already received two round trips in any given month. Residential Care Facilities must submit documentation that they have met their transportation obligations.

Skilled nursing facilities are required to transport or pay for transporting residents with Medicaid for all medical services except for admission, discharge, and/or dialysis treatments.

## **Substance Abuse Trips**

Transportation to regular alcohol or drug counseling is a covered service for eligible members if the provider is an authorized Medicaid provider. This automatically includes all ADAP providers.

### ***Suboxone Providers and Methadone Treatment Centers***

Members will be transported to the provider or facility closest to the member's residence that has accepted the member as a recipient for treatment services.

In order for a member to receive transportation to a provider or facility that is not the closest to their residence, the member must provide documentation from the closest provider or facility confirming that no treatment slots are available and that the member has been placed on a waiting list.

## **Ladies First Transports**

The Broker will arrange NEMT for participants in the Ladies First breast and cervical cancer and cardiovascular risk factor screening program.

A notice will be sent to eligible applicants by Ladies First. The notice will contain the name and address of the participating provider's office and mammography facility. The notice will also contain contact information for the member's transportation Broker, along with the specific transportation rules and guidelines.

Ladies First will also send the member a membership card with a serial number. A list of the card serial numbers issued in the Broker's service area will be mailed to the Broker so they may verify a member's participation in the Ladies First program.

### ***Transportation Benefits***

Participants in the program are eligible to receive one to two round trips to a participating provider's office, and a trip to a mammography facility. Trips for follow-up appointments will be covered, along with Trips for the YMCA Diabetes Prevention Program and weight management Lifestyle Programs including Weight Watchers<sup>®</sup>, Curves Complete<sup>®</sup>.

Payment is made for the least expensive mode of transportation that suits the needs of the participant. The participant's freedom of access to health care does not require Ladies First to cover transportation at unusual or exceptional cost in order to meet the participant's personal choice of provider.

Ladies First participants who believe their requests for transportation have been improperly denied may request to meet with Ladies First program staff to resolve the issue.

### ***Process***

When a Ladies First member contacts the Broker for a ride, Brokers will:

1. Verify eligibility via Ladies First membership card (with serial number).
2. Identify appropriate mode of transportation.
3. Arrange for transport.
4. Provide transport.
5. Submit a bill for services with a zero balance in a timely manner with accompanying CPT codes as (outlined in the current Ladies First fee schedule) found at the website: [www.LadiesFirstProviders.vermont.gov/how-you-make-it-happen#Billing](http://www.LadiesFirstProviders.vermont.gov/how-you-make-it-happen#Billing)
6. All Ladies First claims will be suspended for review and manually overridden or paid.
7. Agree to accept payment of allowable costs as payment in full and not bill the patient.
8. Submit a CMS 1500 (02/12) claim form. Send claims to HP Enterprise Services, PO Box 888, Williston, VT 05495-0888.

## ***Billing Codes***

For Ladies First transportation services, ONLY the following codes should be utilized (CPT Codes (Field 24 d. on CMS 1500 version 02/12 claim form)):

- A0110 Non-emergency Transportation and bus, intra- or interstate carrier
- A0080 Non-emergency Transportation, per mile – vehicle provided by volunteer
- A0100 Non-emergency Transportation – Taxi
- A0170 Transportation ancillary - parking fees, tolls, other

## ***Manual Claims***

Manual claims can be typed or legibly printed. All field locations that are required and the Ladies First fee schedule can be found on the Ladies First website [www.LadiesFirstVt.org](http://www.LadiesFirstVt.org). The Broker can resubmit bills with corrections by placing a sticker or correction tape over boxes (for paper submissions).

## ***Contact Information***

The contact person for questions regarding the Ladies First Program is:

Kerri Frenya, M.S.  
Chronic Disease Program Specialist, Ladies First Program  
Vermont Department of Health  
108 Cherry Street, P.O. Box 70  
Burlington, VT 05402

Email [kerri.frenya@state.vt.us](mailto:kerri.frenya@state.vt.us);  
(802) 863-7332

## **Disability Determination Trips**

The Office of Disability Determination Services (DDS) makes clinical determinations for members who have applied for Social Security and SSI Disability or who need to be determined disabled in order to qualify for Medicaid. DDS also reviews the clinical eligibility of members who are on these programs. Members may need rides to medical examinations that have been scheduled by DDS in order to determine their eligibility.

### ***Broker Process***

1. DDS will fax or email a “Transportation Authorization” form to the Broker. The request will include:
  - The requesting division.
  - Member information (name, case number, telephone number, etc.).
  - Ride details (date, time, location of pickup, drop-off, return, etc.).
  - Cost limitations (requires DDS approval prior to arrangement).
  - Other member needs (car seat, accessibility/mobility issues, accompanying children or adult, etc.).
  - DDS contact information.
2. Identify the least expensive mode of transportation available and then fax the following information to DDS for approval before scheduling the ride:
  - The mode of transportation.
  - Verification of ride details (dates and times of pick ups and drop offs).
  - The cost to be billed to DDS.
3. Provide requested transportation only upon written approval of cost by DDS.
4. Notify DDS if the transportation cannot be arranged.
5. Confirm that the ride, as approved, has been scheduled and provide additional information that the member will need to identify the ride.
  - The Broker may rely upon DDS to inform the member and remind them a few days before the appointment.
6. Immediately report client no-shows to DDS.
  - If no-shows occur, the incurred carrier costs will be reimbursed by DDS.
7. Include the member’s name, case number, date of ride, and pick-up and drop-off locations on the invoices.
8. Submit monthly bills for DDS trips to:

Disability Determination Services  
Attn: Financial Specialist  
93 Pilgrim Park Road, Suite 6  
Waterbury, VT 05676

### ***DDS Contact Info***

Questions regarding specific rides may be directed to the DDS Scheduling Unit. Their contact information will be on the “Transportation Authorization” form. Billing inquiries may be directed to either a DDS Provider Relations Specialist or a Financial Specialist. Both can be reached at 802-241-2464.

## **Individuals with Disabilities**

Special efforts will be made to assure that transportation is provided to individuals with disabilities, including wheelchair and semi-ambulatory transports. All rules, regulations, and guidance as outlined in the Americans with Disabilities Act must be followed at all times.

Specific questions concerning issues with transportation for members with disabilities should be first directed to DVHA staff.

## **Reach Up Program**

Reach Up is a training and work program primarily for parents receiving grants and support services through the Economic Services Division (ESD). Rides may be provided for transportation to a work activity, education, training, assessments, or other countable activities.

### ***Reach Up Process***

1. The Reach Up case manager will establish eligibility for transportation by completing a “Transportation Authorization” form.
  - Each trip requires a “Transportation Authorization” form.
  - Services requested may include ESD approved activities for the member and children.
  - Once eligible, the member is responsible for contacting the Broker.
2. Brokers will provide an estimate of the cost of the ride to the Reach Up case manager who will then either approve or deny the ride.
3. If the Broker is contacted by a Reach Up member but does not have a “Transportation Authorization” form, refer them to their Reach Up case manager.
4. Once Brokers receive final approval from the Reach Up case manager and have been contacted by the member, transportation may be arranged.
5. Members should contact the Broker 24 hours prior to the arranged trip to cancel a ride.

### ***Broker Process***

1. Arrange transportation for Reach Up members upon receipt of the “Transportation Authorization” and final authorization from the Reach Up case manager.
2. Notify the case manager if the requested ride cannot be arranged.
3. Report no-shows to the case manager within 24 hours of the missed ride.
  - If no-shows occur, carrier costs will be reimbursed.
4. Submit bills monthly. Each bill must include the following:
  - District and case manager’s name
  - Number of riders (including children)
  - Mode of transport
  - Start and end dates
  - Destination of rides
  - Cost per trip (with a cumulative total from the first ride)
  - Number of no-shows
  - Purpose of each ride
5. Provide a summary bill identifying the provider, provider number, claim date and the signature of the preparer of the bill and report.
6. Invoices and copies of denials for transportation must be submitted within 60 calendar days of the end of the month of service to:

ESD, Attention of Tricia Tyo  
A Building, 2nd Floor  
103 South Main Street  
Waterbury, VT 05671-1201

7. Send copies of submitted invoices for Reach Up trips to the appropriate Reach Up Team Leader in each district as identified below:

- Barney Hango, RU Team Leader, 20 Houghton St, Rm 313 St. Albans, VT 05478
- Peggy Heath / Leslie Stapleton, RU Team Leaders 119 Pearl St, Burlington, VT 05401-4405
- Doug Kleintop, RU Team Leader 224 Holiday Dr., Suite A White River Jct, VT 05001-2097
- Eric Bach, RU Team Leader 67 Eastern Ave., Suite 7 St. Johnsbury, VT 05819
- Aula Dewitt, RU Team Leader 232 Main St, PO Box 70 Brattleboro, VT 05302
- Cheryl Reed / Sue Viens, RU Team Leaders McFarland State Office Bldg 5 Perry St., Suite 150 Barre, VT 05641
- Renee Fortin, RU Team Leader 100 Main St., Suite 240, Newport, VT 05855
- Linda Bunker / Lori Sheridan, RU Team Leaders 320 Asa Bloomer Bldg, Rutland, VT 05701
- Jeanne Neal, RU Team Leader 100 Mineral St., Suite 201 Springfield, VT 05156
- Kara Pallman, RU Team Leader 200 Veterans Memorial Dr., Suite 6 Bennington, VT 05201-1918
- Karen Whitcomb, RU Team Leader 63 Professional Dr., Suite 4 Morrisville, VT 05661
- Denise Keating, RU Team Leader 156 S. Village Green, Suite 201 Middlebury, VT 05753

### ***Contact Information***

Questions about specific rides should go to the Reach Up case manager listed on the “Transportation Authorization” form.

General program questions should be directed to Tricia Tyo at 802-769-6447.



## **Broker/Subcontractor Relations**

Brokers are responsible for establishing subcontractor relationships which may assist in adhering to the NEMT program outlined in this contract. Subcontractors must meet all of the requirements set forth in the contract while performing directed NEMT duties. If issues surface between the Broker and a subcontractor that cannot be worked out according to the contract, DVHA staff may serve as initial arbiters to resolve any potential disputes.

## **Confidentiality & Disclosure of Information**

Brokers are required to maintain the confidentiality of all information pertaining to each specific Medicaid member per the Business Associate agreement found in the current DVHA NEMT contracts.

## **Report Suspected Fraud, Waste & Abuse**

If a Broker, volunteer driver, or subcontractor becomes suspicious of fraud, waste or abuse in relation to transporting Medicaid or Reach-Up members, they should submit a Health Care Fraud, Abuse & Team Care Referral Form to the Program Integrity Unit at DVHA. The form can be found at <http://dvha.vermont.gov/for-providers/forms-1>.

Also report suspected fraud, waste, or abuse by subcontractors or any drivers to the Program Integrity Unit using the Health Care Fraud, Abuse & Team Care Referral Form.

Suspected abuse, neglect, or exploitation of minors must be reported to the 24-hour Child Protection Line run by the Department for Children and Families at 1-800-649-5285. The contact for the vulnerable adult population is Adult Protective Services at 1-800-564-1612. Brokers are mandated by state law to report all instances of suspected abuse, neglect, or exploitation.

## **Incident Reporting**

Brokers shall notify DVHA within 24 hours of any incident involving the transport of a member where the police or an ambulance was called (ie: illicit drug use or car accident, etc.).

## **News Releases & Publicity**

Information pertaining to contract services shall not be released without prior DVHA approval, and then only in accordance with the explicit written instructions from DVHA. This includes, but is not limited to: notices, informational pamphlets, press releases, research, reports, signs, and similar public announcements.

- ➔ No program information shall be released without prior written approval of DVHA and then only to designated entities.

## Disputes

Prior to the institution of litigation concerning any dispute arising under the contract, the Secretary of AHS is authorized, subject to any limitations or conditions imposed by regulations, to settle, compromise, pay, or otherwise adjust the dispute by or against or in controversy with, a Broker relating to a contract with DVHA.

This includes any controversy based on an error, misrepresentation, or other cause for contract modification or rescission. This excludes any issue involving penalties or forfeitures prescribed by statute or regulation where an official other than the Secretary of AHS is specifically authorized to settle or determine such controversy. Issues involving claims must be handled according to the Provider Enrollment Agreement.

A "contract dispute" shall mean a circumstance whereby a Broker and DVHA are unable to arrive at a mutual interpretation of the requirements, limitations, or compensation for the performance of a contract. The Secretary of the AHS shall be authorized to resolve contract disputes between the Broker and DVHA upon the submission of a request in writing from either party, which shall provide:

- A description of the problem, including all appropriate citations and references from the contract in question.
- A clear statement by the party requesting the decision of the Secretary's interpretation of the contract.
- A proposed course of action to resolve the dispute. The Secretary shall determine whether:
  - The interpretation provided is appropriate.
  - The proposed solution is feasible.
  - Another solution may be negotiable.

If a dispute or controversy is not resolved by mutual agreement, the Secretary of AHS or his/her designee shall promptly issue a decision in writing after receipt of a request for dispute resolution. A copy of the decision shall be mailed or otherwise furnished to the Broker. If the Secretary does not issue a written decision within 30 calendar days after written request for a final decision, or within a longer period as established by the parties to the contract in writing, then the Broker may proceed as if an adverse decision had been received.

Appeals of the Secretary's decision may be taken to the Washington County Superior Court under the same conditions and under the same practice as appeals are taken from judgments in civil cases. If damages awarded on any contract claim under this section exceed the original amount of the contract, such excess shall be limited to an amount which is equal to the amount of the original contract. No person, firm, or corporation shall be permitted more than one money recovery upon a claim for the enforcement of or for breach of contract with the State.

# **Appendices A**

## ***Forms & Member Notices***

## Notice & Form Protocols

All forms are available on DVHA's web site [www.dvha.vermont.gov/for-providers](http://www.dvha.vermont.gov/for-providers). Please download electronic copies of the form templates. Print as needed – Broker letterhead is acceptable.

### Prior Authorization Requests

A number of situations require prior approval before the transport can be done. Requests for prior approval should be submitted at least 10 days in advance of the appointment. Prior authorization requests are needed for:

Type of Request	Form needed	Additional Documentation
Out-of-area/out-of-state transports	Physician Referral Form	A letter from doctor providing further information may be necessary.
Additional passengers	Physician Referral Form	A letter from doctor confirming medical necessity.
Medical Exemption	NEMT Medical Exemption Application Form	Notes/diagnosis on physician letterhead, if necessary
Inoperable vehicle	Medicaid Car Exception Request Form	<ul style="list-style-type: none"> <li>• A letter from a certified mechanic on company letterhead, <i>or</i></li> <li>• Proof of insurance expiration, <i>or</i></li> <li>• Note from doctor, <i>or</i></li> <li>• Note from employer.</li> </ul>
Reach Up or Disability Determination Transports	Transportation Authorization Form	Final confirmation from the Reach Up Case Manager or DDS worker.

### Submitting Prior Authorization Requests

1. Fax completed form and supporting documentation (if appropriate) to DVHA at 879-5919.
2. Each request will be reviewed and granted or denied the same day whenever possible.
3. DVHA will fax the decision to the Broker.

### Member Notices

Members are required to receive a notice whenever we are going to restrict, deny, or end their transportation benefits. When completing a member notice:

1. Mail original to member.
2. Print a copy for your own records.

## Transportation Authorization Form

Name \_\_\_\_\_ DOB \_\_\_\_\_ Claim Number \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

Purpose \_\_\_\_\_

FDP       Disability Determination       Fair hearing

### Trip information:

Start date \_\_\_\_\_

End date \_\_\_\_\_

Travel from \_\_\_\_\_ Pick up time \_\_\_\_\_

Travel to \_\_\_\_\_ Arrival time \_\_\_\_\_

Return to \_\_\_\_\_ Pick up time \_\_\_\_\_

How often \_\_\_\_\_

Miles Per Trip \_\_\_\_\_

**Special needs**, please describe:  Children \_\_\_\_\_

Guardian \_\_\_\_\_

Disability \_\_\_\_\_

Other \_\_\_\_\_

**Transportation Broker**

**Phone:**

**Fax:**

Mode of Transportation \_\_\_\_\_ Cost per Trip \_\_\_\_\_

DCF Staff Contact \_\_\_\_\_ Date \_\_\_\_\_

Office or location \_\_\_\_\_ Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Cost: Approved  Denied  By \_\_\_\_\_ Date \_\_\_\_\_

## **Physician Referral Form**

The Department of Vermont Health Access (DVHA) helps people on Medicaid or Dr. Dynasaur with transportation to get to their medical appointments or pick up prescriptions. Please complete and sign this form in order for us to determine if this trip should be covered by Medicaid. Please mail or fax the form to:

Medicaid Transportation  
DVHA  
312 Hurricane Lane, Suite 201  
Williston, VT 05495  
Fax: (802) 879-5919

Client Name: \_\_\_\_\_

Unique ID: \_\_\_\_\_ DOB: \_\_\_\_\_

Appointment Date and Time: \_\_\_\_\_

Name of Primary Physician: \_\_\_\_\_

Name of Physician to whom  
Client is Being Referred: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Is overnight lodging necessary? Yes  No

Medically, how many people should accompany the patient (other than the driver)? \_\_\_\_\_  
Please explain on next page.

Transportation Broker:

Address:

Phone:

DVHA Decision: Approved  Denied

Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

Please check "yes" or "no" to all of the following questions:

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Is this service obtainable in Vermont?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<b>Have efforts been made to find a closer provider?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<b>Does the requested physician possess special expertise?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<b>Is it medically necessary for this physician to treat this patient?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<b>Does the patient have a history with this specific provider?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<b>Can another physician take over this case if a history does exist?</b>
<input type="checkbox"/>	<input type="checkbox"/>	<b>If this is an out-of-state/out-of-network request, is a Clinical prior authorization in place?</b>

Please describe the specific service or medical care that this member needs a ride to:

---

---

Is there a medical reason for someone to accompany the member on this trip? \_\_\_\_\_

---

If necessary, please add any further information: \_\_\_\_\_

---

---

\_\_\_\_\_  
Print name of Doctor or Doctor's Staff providing information

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature of Doctor or Doctor's Staff providing information

\_\_\_\_\_  
Date

## PUBLIC TRANSPORTATION MEDICAL EXEMPTION APPLICATION FORM

**\*\*\*Instructions: Provider completes all sections and faxes form to DVHA at 879-5919\*\*\***

### **APPLICATION SECTION:**

Member's UID#: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex: [ ] Male [ ] Female

Last Name: \_\_\_\_\_ First Name \_\_\_\_\_ M.I.: \_\_\_\_\_

Street Address: \_\_\_\_\_ Apt. #: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Home Phone: (\_\_\_\_) \_\_\_\_\_

Is this a [ ] House [ ] Apartment [ ] Nursing Home?

Does this individual use a wheelchair? \_\_\_\_\_

If the individual uses a wheelchair, can he/she transfer with minimal assistance into a sedan? \_\_\_\_\_

Type of wheelchair: [ ] Manual [ ] Motorized [ ] Scooter (Three wheeled) Not Applicable [ ]

### **APPLICANT'S RELEASE:**

I understand that the purpose of this form is to determine which mode(s) of transportation are appropriate for my medical/physical abilities in accordance with the Americans with Disabilities Act (ADA) of 1990. I understand that the information about my disability contained in this application will be kept confidential and shared only with professionals involved in evaluating my eligibility.

I certify that, to the best of my knowledge, the information in this form is true and correct. I understand that providing false or misleading information could result in a Medicaid fraud investigation. I hereby authorize my medical provider to release any and all information required by DVHA for the purpose of determining the appropriate mode(s) of transportation for my Medicaid transportation benefit.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If applicant is unable to sign this form, he/she may have someone sign and certify on applicant's behalf.

Signing for applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Relationship to applicant: \_\_\_\_\_



**MEDICAL VERIFICATION** (to be completed by a Vermont licensed physician/medical provider)

The Americans with Disabilities Act of 1990 (ADA) requires all public entities operating fixed- route transportation service for the general public to also provide complementary paratransit service to persons unable to use the fixed-route system. Fixed-route busses in Vermont are designed to accommodate a wide range of physical abilities. These busses have wheelchair lifts and wheelchair attachment points. The lifts can also be used by people who cannot climb steps in order to enter the bus. These busses allow service dogs when they are specifically trained to assist an individual with a specific disability.

The applicant who has asked you to review and sign this form is applying to DVHA to be considered eligible for alternate transportation services. This application form will assist DVHA to determine when and under what circumstances the applicant can use fixed route service and when they require specialized paratransit service.

**DVHA ELIGIBILITY CRITERIA:**

Applicants shall be individually evaluated, and eligibility shall be determined based on a functional ability to use conventional fixed route public transportation. Functional inability to use public transportation includes the Americans with Disabilities Act (ADA) Categories 1, 2 and 3 as described in this application.

**AMERICANS WITH DISABILITIES ACT (ADA) CATEGORIES:**

Check the categories of eligibility that you recommend should apply.

1.  The individual is unable, as a result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual, (except the operator of a wheelchair lift or other boarding device), to board, ride, or disembark from an accessible bus.
2.  The individual needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride, and disembark from accessible transit vehicles.
3.  The individual has a specific impairment-related condition which prevents the individual from traveling to or from existing fixed route bus stops.
4.  Check here if none of these categories apply.

MEDICAL PROVIDER'S LETTERHEAD OR PRESCRIPTION FORM REQUIREMENT:

In order to process this applicant's request to become a qualified paratransit rider, we require certification from a qualified medical provider who is enrolled in Vermont Medicaid and is treating this individual for the condition(s) described in the medical certification. The certification should be written on a letterhead or prescription form with the name and address of both the medical provider and the applicant. To expedite applicant processing, please attach objective medical findings which substantiate the disability.

Specifically, the medical certification should:

1. Describe in detail this individual's disability/disabilities
2. Describe the duration of the disability (is the disability permanent or temporary)
3. Is the disability controlled by medication?
4. What are the physical functional requirements this person needs when traveling? For example, does the individual require an assistive device/wheelchair? Can this individual walk short distances to and from bus stops? Can this person climb steps into a bus?
5. Describe any psychological or cognitive conditions that would make it impossible for this person to use a bus.
6. Considering the fact that busses are ADA compliant and designed to accommodate a wide range of disabilities, why is this individual's condition incompatible with the use of a bus?

Attestation by provider:

I certify that the information I have submitted with this form is true and complete to the best of my knowledge. I further certify that I am treating this individual for the conditions described in this form.

**Signature of Provider:**

\_\_\_\_\_

Phone #: \_\_\_\_\_

Date: \_\_\_\_\_

## ***Hardship Mileage Program***

If you or a family member has Medicaid or Dr. Dynasaur the Medicaid program will help you get to doctor appointments or to pick up prescriptions. The Hardship Mileage Program is for people who:

- ➔ Have a car, and
- ➔ Drive to appointments over 50 miles per week (Sunday to Saturday), or
- ➔ Drive over 215 miles per calendar month.

The following people may be paid Hardship Mileage:

- A natural or adoptive parent of a child less than 18 years of age.
- Someone living in your house using your car.

Hardship mileage pays \$.18 per mile. All trips must be arranged with your Transportation Broker ahead of time. Your Broker will need to get approval from the Department of Vermont Health Access (DVHA) for any trip over 60 miles or any trip out-of-state. You will not be paid for trips that do not meet all transportation guidelines.

To be paid Hardship Mileage, you must fill out and send in a Trip Manifest to your Broker.

How it works:

- 1) It is up to you to plan your doctor appointments, etc. so the least amount of trips is needed.
- 2) If the trip is out-of-area or out-of-state, your doctor must complete a Physician Referral Form at least 10 days before the appointment.
- 3) Keep track of the trips you took to see your doctor or to pick up prescriptions on your Trip Manifest.
- 4) Get proof that you saw your doctor or picked up a script.
  - Proof may be a script receipt, the doctor's signature on your Trip Manifest, or a signed note on your doctor's letterhead.
- 5) Send in the Trip Manifest and proof of your trips to your Broker at the end of each month.
  - Make sure sign your Trip Manifest.
- 6) If the trips meet Hardship Mileage rules the Broker will send you a check.

- ➔ Before Hardship Mileage is paid your Broker will make sure the mileage is correct using Google Maps.
- ➔ Trips to the Emergency Room are not covered by Hardship Mileage.
- ➔ DVHA may deny payment of Hardship Mileage based on your family's income.

## **Medicaid Car Exception Request Form**

Name: \_\_\_\_\_ Medicaid ID: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_

Reason for the request (please check all that apply):

- Car does not run (note from certified mechanic on business letterhead needed), or
- Car is not registered, or
- Car is not insured (proof when insurance ended needed), or
- No licensed drivers in the home, or
- No one in the home is able drive the car (note from doctor needed), or
- The car is being used to go to work, and
  - the worker can't take time off for the doctor appointment (note from employer needed),  
or
  - the job is too far away for the worker to be dropped off and picked up.

Job address: \_\_\_\_\_

Car #1: Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_ Running? \_\_\_\_\_

Car #2: Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_ Running? \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### ***Mail or fax form to:***

Name of Broker: \_\_\_\_\_ Broker Fax: \_\_\_\_\_

Address: \_\_\_\_\_

DVHA Decision: Approved  Expires On: \_\_\_\_\_ Denied

Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

## ***Waiver of Liability: Personal Choice Driver (Driver)***

Transportation **Brokers** help people on Medicaid and Dr. Dynasaur get rides to doctor appointments and to pick up prescriptions. At times the Department of Vermont Health Access (DVHA) may allow clients to choose their own driver and vehicle. If this happens, **Brokers** will pay the driver chosen by **the Member**.

I understand that \_\_\_\_\_ has chosen me to drive him/her to one or more doctor appointments or to pick up prescriptions.

### **If I choose to drive the Client named above, I agree to the following:**

I am not an employee or agent of **the Broker**. **The Broker** has not chosen me as a driver for this person, nor do they have any control over how I operate the vehicle used to transport **the Client**. I understand that the only responsibility of **the Broker** is to pay me, as the driver, at a rate set by DVHA. I assume full responsibility for all injury or damage which may arise out of my driving **the Member** and I waive any claims against and agree to hold harmless **the Broker** and its employees and directors from any and all claims arising from injury, damage, expense, or loss which may occur in my driving **the Member** to and from medically necessary appointments or to pick up prescriptions. I also understand that it is my sole responsibility to follow all laws governing vehicles and drivers. This waiver is binding on me, my family and my heirs, assigns, executors and administrators.

- ➔ I understand that I may consult an attorney regarding this waiver.
- ➔ By signing below, I agree that I have carefully read this document, or had it read to me, and understand and agree with its terms.
- ➔ I am 18 or older and can sign legal documents, including this Waiver of Liability.

\_\_\_\_\_  
Signature of Driver

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

**Waiver of Liability: Personal Choice Driver (Member)**

**Transportation Brokers** help people on Medicaid and Dr. Dynasaur get rides to doctor appointments and to pick up prescriptions. Typically, Brokers set up the rides and provide the drivers. However, I have been allowed by the Department of Vermont Health Access (DVHA) to pick my own driver.

**If I have been allowed to have my own driver I understand and agree to the following:**

I understand that the only responsibility of **the Broker** is to pay the driver at rates set by DVHA. I waive any and all claims against **the Broker** and its employees and directors arising from injury, damage, expense, or loss which may arise out of my being driven to my doctor appointments or to pick up scripts. I also understand that it is my sole responsibility to make sure my driver follows all laws governing vehicles and drivers. This waiver is binding on me, my family and my heirs, assigns, executors and administrators and applies to all Medicaid rides where I have chosen my own driver.

- ➔ I understand that I may consult an attorney regarding this waiver.
- ➔ By signing below, I agree that I have carefully read this document, or had it read to me, and understand and agree with its terms.
- ➔ I understand this waiver will not apply in the future if I have the Broker provide rides for me.

\_\_\_\_\_  
Signature of Member or parent/legal guardian if minor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

## **Waiver of Liability: Hardship Mileage**

If you or a family member has Medicaid or Dr. Dynasaur the Medicaid program will help you get to doctor appointments or to pick up prescriptions. The Hardship Mileage Program is for people who:

- ➔ Have a car, and
- ➔ Drive to appointments over 50 miles per week (Sunday to Saturday), or
- ➔ Drive over 215 miles per calendar month.

I, \_\_\_\_\_ own and drive a vehicle. I can drive myself or \_\_\_\_\_ to and from doctor appointments or to pick up prescriptions.

### **If I have been allowed to have my own driver I understand and agree to the following:**

I understand that the only responsibility of the **Broker** is to pay me at rates set by DVHA. I waive any and all claims against the **Broker** and its employees and directors arising from injury, damage, expense, or loss which may arise from driving myself or a family member to doctor appointments or to pick up scripts. I also understand that it is my sole responsibility to follow all laws governing vehicles and drivers. This waiver is binding on me, my family and my heirs, assigns, executors and administrators and applies to all Medicaid rides where I have chosen my own driver.

- I understand that I may consult an attorney regarding this waiver.
- By signing below, I agree that I have carefully read this document, or had it read to me, and understand and agree with its terms.
- I understand this waiver will not apply in the future if I have the Broker provide rides for me.

\_\_\_\_\_  
Signature of Member or parent/legal guardian if minor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Date

## Ride “No-Show” Warning Notice

Dear \_\_\_\_\_ ,

Transportation Brokers help people on Medicaid and Dr. Dynasaur get rides to doctor appointments, to pick up prescriptions, or go to work or training activities for the Reach Up program. We scheduled a ride for you but you were not there to be picked up by our driver on \_\_\_\_\_ for an appointment at \_\_\_\_\_ .

*It is important to let us know ahead of time if you need to cancel your ride for some reason.*

If you have a good reason for missing the ride it will not count as a no-show. Late or last-minute cancellations by us do not count as no-shows for you.

If you do not show for three rides, without having a good reason, you must:

1. Call to arrange the ride, *AND*
2. Call again the morning of the appointment if it is scheduled for after 11 am, *OR*
3. Call the afternoon before you are scheduled if the appointment is before 11 am.

➔ **If you do not call in before the ride, the driver will not be sent to pick you up.**

In the future, please call us ahead of time to let us know if you do not need a ride. If you have any further questions, please call us at \_\_\_\_\_ .

Sincerely,



## Ride “No-Show” Call Ahead Notice

Dear \_\_\_\_\_ ,

We scheduled a ride for you but you were not there to be picked up by our driver on \_\_\_\_\_ for an appointment at \_\_\_\_\_. It is important to let us know ahead of time if you need to cancel your ride for some reason.

This is the third time you were a “no-show” for your ride. As of \_\_\_\_\_ you must:

1. Call to arrange the ride, AND
2. Call again the morning of the appointment if it is scheduled for after 11 am, OR
3. Call the afternoon before you are scheduled if appointment is before 11 am.

➔ **If you do not call in before the ride the driver will not be sent to pick you up.**

If you have any questions, please call us at \_\_\_\_\_ .

Sincerely,

## **Ride Process Notice**

Dear \_\_\_\_\_ ,

In the past you had to call ahead to confirm your rides as you had three ride “no-shows.” As of you no longer need to call us to do that. You only have to call to arrange for a ride.

Please be aware that if you have any more no-shows, you will be required to call in and confirm your rides ahead of time again.

*It is important to let us know ahead of time if you need to cancel your ride for some reason.*

If you have any questions, please call us at \_\_\_\_\_ .

Sincerely,