



## **NEMT Rules and Guidelines**

Dear:

Please read the following document completely prior to signing and returning to your local transportation provider.

The purpose of this document is to ensure that you are utilizing the Medicaid Non-Emergency Medical Transportation (NEMT) benefit correctly and in a safe manner. NEMT is a statewide service for providing transportation for eligible Vermont Medicaid members to and from necessary, non-emergency medical services. NEMT is provided through a Personal Service Contract between the Vermont Public Transportation Association (VPTA) and Vermont Medicaid. VPTA then subcontracts with the local public transit providers.

Under the Medicaid NEMT program, our staff must verify information about a member's request for transportation. This information includes verifying a member's Medicaid eligibility, verifying the date and time of the appointment, and confirming that the service or appointment is provided by a health care practitioner enrolled as a Medicaid provider and is eligible for transportation. We may also contact the provider to confirm that the appointment is scheduled for the dates and times requested by the member. Once this information is obtained, we are required to coordinate all requests and ensure the least costly mode of transportation is being utilized. We may deliver a member to an appointment up to one hour before their scheduled appointment start time, and we may pick-up a member up to one hour after their appointment has ended. It is our responsibility to ensure all members and staff are treated with respect and are free from physical, verbal or emotional harm.

As a NEMT program member you must comply with the following terms and conditions in order to receive transportation services:

- Rides are only available for members who are currently active on Medicaid and have no other way to get to their appointments (family or public transportation).
- Rides are for Medicaid-billable medical/behavioral health appointments, VCCI case manager appointments, Blueprint-sponsored self-management courses and/or pharmacy trips only.
- You must make every effort to call and schedule your ride with 48 hours' notice. Your ride provider will make every attempt to schedule rides without this advance notice, as long as a driver is available, and the cost does not exceed what it would have been with 48-hours' notice. You are responsible for scheduling your own rides, and you are not allowed to schedule rides for other members.
- You must have the following information available before calling to schedule a ride:
  - Your Medicaid identification number
  - Your doctor's name and address
  - Time of your appointment
  - How long you think the appointment will last
- Please make sure you call your transportation provider as soon as possible if there are any changes to your appointment.
- Failure to cancel your ride with at least 2 hours' notice will result in a no-show without reasonable cause.

- You must show up and be on time for all scheduled rides within your pickup window as outlined in the NEMT manual. <http://dvha.vermont.gov/for-providers/transportation/>
- You may only get on and off the vehicle at your scheduled destination. You may not leave the vehicle at another member's stop.
- Transportation providers are required to transport eligible members to the closest geographically available health care provider/billable Medicaid service to where the member is located. Additional documentation will be required and must be approved by the Department of Vermont Health Access (DVHA) if you are unable to use the closest provider due to a medical necessity.
- If a provider is located more than 100 miles away from your home address, the referring provider will need to submit a transportation Physician Referral Form directly to DVHA for prior approval. This request must be sent with as much advance notice as possible, so the transportation provider can schedule your ride.
- No additional riders are allowed (including children) unless pre-approved as medically necessary.
- You are expected to act in a respectful and safe manner to ensure safe and reliable transportation for all members.
- You must refrain from using hostile, threatening, antagonizing, vulgar, or otherwise offensive language/behavior directed at drivers, provider staff and other members.
- At no point in time are you allowed to bring weapons or illegal substances aboard.
- You may not distract the driver in any way.
- Any stop to use the restroom while in route will be limited to emergencies only. Only the member requesting an emergency restroom break may exit the vehicle. Drivers are prohibited from deviating from the approved route and itinerary to stop at other facilities.
- You may report any complaints to VPTA at 833-387-7200 or [info@vptaride.org](mailto:info@vptaride.org).

**You also may report any complaints to Green Mt. Care Member Services @ 1-800-250-8427.**

Failure to comply with any of the above conditions will jeopardize a member's ability to utilize NEMT services.

By signing this document, I understand that I am agreeing to the terms and conditions of this document. I accept that by violating the terms and conditions of this document, I will be held responsible for my behavior and actions and that I will jeopardize my ability to receive rides in the future. Any action or violation to the terms and conditions of this contract may result in a suspension of my transportation privileges.

Please sign and return this document within 15 business days {DATE}. Failure to do so may result in suspension of your transportation services until the document is returned.

Member's Full Name:

Member's Signature:

Date:

Return Address: VPTA, 160 Benmont Ave, Suite 11, Bennington, VT 05201

Fax: 802-442-0617

Email: [info@vptaride.org](mailto:info@vptaride.org)

This agreement shall remain in effect until updated by the transportation provider.