

# Alabama Medicaid Agency

## Non-Emergency Transportation (NET) Procedures

Alabama Medicaid recipients with full Medicaid coverage may ask for reimbursement for transportation to medical and clinic appointments under Medicaid's Non-Emergency Transportation (NET) program.

### Important Information to Know About NET

- NET does not reimburse for ambulance (stretcher) transport. Ambulance reimbursement requests are not accepted by Medicaid's Recipient Call Center (RCC).
- In order to be reimbursed for transportation to medical and clinic appointments, recipients must submit a transportation request to the RCC at 1-800-362-1504 (option 4) five days prior to the appointment or within 24 hours after an urgent/emergency appointment. **If a transportation request is not submitted in this time frame, then you cannot be reimbursement from Medicaid.**
  - Recipients need their Medicaid ID number, physical address, and the appointment date, along with their provider's name, address, and telephone number.
  - Recipients must inform the RCC representative if they will travel by car or van and if they use a wheelchair.
  - Before ending the call with RCC, the recipient is encouraged to request and make a note of the ticket/request number (7 digits). This serves as the recipient's receipt that a transportation request was made with the RCC.
- Recipients may request contact information for transporters in their areas, if needed, when making their transportation request. (Note: There may be times when there are no transporters servicing a particular county. If this happens, recipients need to identify alternative transportation. Medicaid cannot guarantee transporters are available to service all areas of the state.)
- If the recipient travels by car or van (non-dialysis, cancer treatment, or other treatment types) and after the recipient attends the appointment, the claims matching process begins. The Medicaid system matches the provider's claim to pay with the appointment date of services. Providers have one year to submit their claims to Medicaid for payments. Most providers submit claims to Medicaid within 60-90 days.

- When the provider's claim is identified, this serves as verification that the recipient went to the appointment and claims are paid. NET employees are not involved in this process, and they do not have the ability to override the system to manually pay the recipient's claim without verification. As soon as the provider submits a claim to Medicaid for payment, Medicaid pays the recipient's transportation claim.
- To facilitate timely payments, recipients may ask the doctor for a statement to verify that the recipient attended the appointment. The statement can be faxed to NET at (334) 353-1777 or directly to the NET Coordinator. The statement must be on the provider's official letterhead with telephone contact information, and it must include the recipient's name and date of the appointment.
- If the recipient attends dialysis and other treatment facilities on a monthly basis, the treatment facility's staff should submit a recipient's attendance verification to NET for processing and payment. If a transporter provides transportation, payment is made directly to the transporter.
- New recipients will receive an EBT Transportation card when their first claim is processed for payment. The EBT Transportation card will be mailed to the recipient's address identified in Medicaid's system. NET coordinators or the EBT customer service center (1- 877-391-4757) should be contacted if replacement cards are needed.

When the recipient activates the card, the recipient can then access the funds placed on their EBT Transportation card. Please read instructions carefully that come with the NET card. Cards cannot be used at gas stations. Recipients must use their cards at an ATM with the Quest logo or at stores to receive cash back.

Funds are issued to recipients Monday through Friday excluding state holidays. There is no specific reimbursement date for requests. Requests are processed as they are received.

## **Transporter Payment Dates**

Conduent (EFT/EBT Vendor) sets up transporter pay files on the 1<sup>st</sup> and 16<sup>th</sup> of each month (excluding holidays). Funds are sent to financial institutions (banks) on the 2<sup>nd</sup> and 17<sup>th</sup> of each month (this changes when there is a state holiday). Some banks may hold funds before posting to accounts according to their hold policies. Transporters must talk to their bank to learn about hold policies.

Sometimes pay files are set up (build dates) on a non-business day (e.g., Saturday, Sunday, holiday), and funds will be delayed by one or two days.

## Transportation Requests

The NET program receives transportation requests each business day throughout the month.

- NET transportation requests are processed for payment when received.
- Transportation requests are paid when Medicaid receives the claim from the provider (doctor, therapist, etc.). The claim is proof that the recipient went to the appointment.
- If a provider does not submit a claim to Medicaid for payment, the provider can submit proof of attendance on their official letterhead to Medicaid.
- NET will not process transportation requests before the appointment date.

## Out of Area/State Care

Care provided outside of a recipient's local area (greater than 100 miles) must be approved, if possible, before travel. Out of state providers (in excess of 30 miles from the Alabama border) must be an Alabama Medicaid enrolled provider, and they must provide a service that is billable to Alabama Medicaid.

1. Care must be medically necessary and unavailable in the recipient's local area.
2. Medical documentation is required from a referring primary care provider explaining why the recipient is unable to receive care in their local area or in-state.
3. Lodging and travel receipts must accompany requests for out of area/state care. One exception is for Alabama Medicaid providers in other states within 30 miles of the Alabama border.
4. Medical documentation is reviewed by Medicaid's Medical Officer for approval.
5. The NET Coordinator in your district is the primary resource for guidance.

## NET Billing

### **Individual Medical Appointments**

- Transportation requests must be called into the RCC five days before an appointment or within 24 hours after an urgent/emergency appointment.
- Recipients go to appointments and obtain statements from the doctor while at the office (verifying that they attended their appointment).
- Doctor statements should be submitted to NET by recipients or transporters as verification.
- Upon receipt of verification, NET staff will process transportation requests. Transporters receive payments on or about the 2nd and 17th of each month. Recipients driving their personal vehicles receive payments within 3-5 days.
- If no verification is obtained by recipients, payment will not occur until Providers (Doctors, Therapists, etc.) submit their invoices to Medicaid for payments. Providers have one year to submit their invoices for payment.

### **Facility Requests (Dialysis, Cancer/Methadone Treatment Centers)**

- These types of appointments are not called into the RCC. Social workers and case managers send verification monthly to NET directly, and facility requests are processed for payment.
- Alabama Medicaid Agency does not reimburse transporters for transportation to Methadone treatment centers. Methadone recipients must use personal transportation and are reimbursed monthly upon receipt of verification from their social workers/case managers.

### **NET Transporters Directory**

- When transporters are approved by Alabama Medicaid to transport recipients to appointments, then the transporter contact information is added to the NET Transporters Directory.
- When recipients need assistance identifying transporters in their counties, they should call the RCC. The recipient may choose which transporter to use.
- Transporters may contact social workers/case managers at Dialysis, Cancer Treatment Centers, and Long Term Care (LTC) facilities to inform them of their availability to assist with transporting clients/recipients.
- Transporters should inquire with LTC management about the reimbursement process. Some LTC facilities will pay transporters directly, in which case, Medicaid does not reimburse transporters.