



Medical Transportation Program FAQs

May 27, 2021

Information for Providers

Enrollment

1. How can I become a provider for a managed care organization (MCO)?
 - Providers should contact the individual MCOs for information on how to join their transportation networks.
 - You can find contact information for the MCOs here:
<https://hhs.texas.gov/services/health/medicaid-chip/provider-information/managed-care-organization-dental-maintenance-organization-provider-services-contact-information>
2. Do I need to be enrolled with Texas Medicaid to provide non-emergency medical transportation services (NEMT) through an MCO?
 - It depends on the type of NEMT services you want to provide. Providers should reach out to the individual MCOs to determine how to participate in their transportation networks.

Individual Transportation Participant (ITP)

1. Who can participate as an ITP?
 - Family members of children or adults enrolled with Medicaid can apply to be an ITP, as well as unpaid caretakers, friends or neighbors.
 - Paid caregivers who already provide Medicaid services cannot provide ITP services at the same time.
2. Will ITPs be managed by HHSC or the MCOs?
 - ITPs will be managed by HHSC for clients not in managed care and by MCOs for members with a health plan.

Information for Clients

Eligibility

1. Am I eligible for non-emergency medical transportation (NEMT) services?
 - NEMT services are covered by Medicaid. If you have Medicaid, you can get NEMT services through your health plan.
 - To request services through your plan, call their transportation service contact. You can find their information here:
<https://hhs.texas.gov/services/health/medicaid-chip/programs-services/medical-transportation-program/health-plan-contact-information>.
2. If I do not have a health plan, can I still use NEMT services?
 - Yes. You don't have to have a health plan to get NEMT services. Call HHSC at 877-633-8747 for questions about NEMT services.
3. Can Medicare patients get NEMT services?
 - People who are eligible for both Medicare and full Medicaid benefits can get NEMT services.
4. Are NEMT services available to children that have already been adopted?
 - If your child is still enrolled with Medicaid, they can still get NEMT services.
5. Are NEMT services available for adults with disabilities?
 - Individuals with disabilities who receive Medicaid have access to medically appropriate transportation to medical and dental services.

Medicaid Waivers

1. Can individuals enrolled in Medicaid waiver programs get NEMT services?
 - If you are enrolled in a Medicaid waiver program, you can get NEMT services to and from your medical and dental appointments, but not to or from waiver services.
2. Is this part of transportation services for waiver programs such as Home and Community-based Services (HCS) and Texas Home Living (TxHmL)?

- No, NEMT services are a separate benefit delivered through either traditional Medicaid or Medicaid managed care.

Dialysis:

1. Can Medicare-enrolled dialysis patients with Community Attendant Services (CAS) use NEMT services?
 - NEMT services are available to individuals who are eligible for Medicare and full Medicaid.
2. Will NEMT services include transportation to dialysis centers?
 - Yes, if approved by the health plan.
3. How will standing orders for dialysis patients be handled?
 - Contact your health plan for information about standing orders.

Nursing Facility, Assisted Living, DSNP, Adult Day Care:

1. Are Dual Eligible Special Needs Plans (DSNP) members eligible for NEMT services?
 - Yes, if you are a DSNP member, you can get NEMT services.
2. Can nursing facilities request rides for residents enrolled in Medicaid?
 - The following NEMT services available to Medicaid members residing in a nursing facility:
 - Transportation to receive dialysis treatment; and
 - Transportation from the facility to the member's home after they've been discharged.
3. Can members use NEMT services for transportation to a day habilitation facility and adult day care?
 - You can use NEMT services to travel to or from a medical or dental appointment while at the day habilitation or adult day care facility. NEMT services may not be used to travel to or from your home.

Requesting a Ride

1. How do I request NEMT services, including through Uber/Lyft?
 - If you have a health plan, call their transportation service contact. You can find their information here:

<https://hhs.texas.gov/services/health/medicaid-chip/programs-services/medical-transportation-program/health-plan-contact-information>.

- If you don't have a health plan, call HHSC at: 877-633-8747.
2. Is there a limit to the number of rides I can get in a month?
 - No, you can get as many rides per month as you need to get to medically necessary medical or dental services.
 3. Who should I contact to request NEMT for a dental appointment?
 - Health plans are responsible for arranging transportation to dental appointments for members who have dental plans or who get Children's Medicaid Dental Services (CMDS). Call your health plan to request a ride or with any questions about NEMT services.
 4. Is there an option to sign up for a ride online?
 - You can ask your health plan about making online requests for NEMT services.
 - HHSC currently doesn't have an online form for NEMT requests. If you don't have a health plan, call us at 877-633-8747.
 5. If a member is discharging from the hospital after June 1 and they need transportation home, who would arrange the transportation?
 - If they have a health plan, the hospital should contact their plan.
 - If they don't have a health plan, call HHSC at: 877-633-8747.

Available Services

1. Can I request NEMT services to travel to an out-of-town doctor's appointment outside of my health plan's service area?
 - Yes, if approved by your health plan.
2. Can I use NEMT services to get my COVID-19 vaccine?
 - Yes.
3. Can NEMT services be used to get to newborn screenings at hospital labs?

- NEMT services are a Medicaid benefit for transportation to Medicaid-covered health care services. If you receive Medicaid services through a health plan, please contact your health plan to request NEMT services.

4. Can I use NEMT services cover to pick up prescriptions or get a flu shot from a pharmacy?

- You can use NEMT services to pick up prescribed medications covered by Medicaid or receive Medicaid-covered vaccinations.

Escorts/Attendants:

1. Can minors using NEMT services travel alone?

- Children 14 and younger may not travel without a parent or guardian. Children 15 through 17 may travel without a parent, but the parent must provide written permission before the trip is scheduled unless the appointment is confidential in nature. Contact your health plan or HHSC for more information.

2. For an out-of-town visit, can ages 18 to 21 have their parent with them?

- Parents of 18 to 21-year-olds may accompany their children as an NEMT attendant if approved by the health plan or HHSC.

3. If escorts are allowed, how many can assist during transportation and during medical appointments?

- A second NEMT attendant may be approved if necessary. Medical documentation may be required to show the need for an additional attendant.

4. Do NEMT services provide an attendant to go with and assist with the medical appointment, such as an adult with IDD?

- NEMT services can include an NEMT attendant to assist with transportation to an appointment, if requested and approved by the health plan or HHSC. NEMT services do not include an attendant to assist with medical or dental services.

5. Can siblings of individuals with a Medicaid appointment ride with them?

- When you request NEMT services from your health plan or through HHSC, ask about options for who can ride along.

Meals, Lodging, Advanced Funds, Reimbursement:

1. Does one avenue of transportation need to be exhausted before a member can qualify for reimbursement of funds?
 - NEMT services include mileage reimbursement for ITPs. For members using this arrangement, no other NEMT services need to be exhausted.
2. Do NEMT services include meals and lodging assistance?
 - NEMT services include meals and lodging for people age 20 and younger as well as their attendants and parents.

Communication

1. Will information be sent to families?
 - Your health plan will send you information on the new process.
 - If you don't have a health plan, HHSC maintains updated information online about these services, available here: <https://hhs.texas.gov/services/health/medicaid-chip/programs-services/medical-transportation-program>.
2. Will there be updated marketing materials, i.e. brochures, business cards, with the new process?
 - Each health plan will have their own materials that are provided to members and providers. Texas Health Steps materials will be updated with information about NEMT services.

Further Resources

1. How do I get a copy of the Changes to Medical Transportation in Texas webinar PowerPoint presentation?
 - HHSC posted the webinar and presentation slides on the MTP website located here:

<https://hhs.texas.gov/services/health/medicaid-chip/programs-services/medical-transportation-program>.

2. Is there a Spanish mailer available for people who are Spanish speaking?
 - The link to the information for the Spanish mailer is found here:
<https://hhs.texas.gov/es/servicios/salud/medicaid-chip/programa-de-transporte-medico>.