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Health and Human
Services

Changes to Medical Transportation in Texas

Health and Human Services

April 28, 2021

Agenda

- What are the services and who can get them
- How it works today
- What are the changes
- Where to find more information



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What are the services

Nonemergency transportation services (NEMT)

Provide transportation to the doctor, dentist, hospital, pharmacy, and other places that provide covered health care services for clients who have no other transportation options



Types of rides

- Public transportation, like the city bus
- A taxi or van service
- Commercial transit, like a bus or plane, to go to another city for an appointment

Other services

- Money for gas
- Meals and lodging for children and youth 20 and younger staying overnight to get covered health care services
- Payment for some out-of-state travel



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Who can get the services

- ✓ Individuals enrolled in Medicaid managed care or fee-for-service Medicaid

- ✓ Children with Special Health Care Needs (CSHCN) program enrollees

- ✓ Individuals eligible for Transportation for Indigent Cancer Patients (TICP)



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How it works today

Clients get NEMT services through the Medical Transportation Program (MTP).

When requesting a ride, clients call the numbers below:

- Clients in the Houston/Beaumont area, call toll-free: 855-687-4786
- Clients in the Dallas/Fort Worth area, call toll-free: 855-687-3255
- Clients anywhere else in Texas, call toll-free: 877-633-8747 (877-MED-TRIP)



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Summary of changes

In 2019, the Texas legislature passed a bill changing how HHSC will deliver NEMT services to clients.

- 1 Beginning June 1, 2021, Medicaid clients who have a health plan will get their NEMT services from their health plan
- 2 HHSC and health plans may contract with transportation network companies (e.g. Uber or Lyft) to provide NEMT services to members
- 3 NEMT services will be provided with less than 48 hours notice if the individual is:
 - Being picked up after being discharged from a hospital
 - Traveling to the pharmacy to pick up medication or approved medical supplies
 - Traveling to receive treatment for an urgent condition
- 4 Beginning June 1, 2021, Medicaid clients who do not have a health plan will call one central number to schedule a ride



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Process changes for clients

Rides for appointments before June 1, 2021

All clients follow current process



- Clients in the Houston/Beaumont area, call toll-free: 855-687-4786
- Clients in the Dallas/Fort Worth area, call toll-free: 855-687-3255
- Clients anywhere else in Texas, call toll-free: 877-633-8747 (877-MED-TRIP)

Rides for appointments on or after June 1, 2021

Clients with a health plan



On or after May 14: Contact their health plan or its transportation subcontractor at the phone number on their member ID or the transportation phone number on their website

Clients without a health plan



Call 877-633-8747 (877-MED-TRIP)



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What happens if...

A client calls their usual phone number **now** to schedule a ride for an appointment **after June 1?**

They will be advised to contact their health plan or health plan's transportation phone number on or after May 14

A client calls their usual phone number **on May 14** to schedule a ride for an appointment **after June 1?**

They will be advised to contact their health plan or health plan's transportation phone number

A client contacts their health plan **now** to schedule a ride for an appointment **before June 1.**

They will be transferred to the current call center

A client contacts their health plan **now** to schedule a ride for an appointment **after June 1.**

Their health plan will ask them to call back on or after May 14



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Complaints and appeals

To submit a complaint or file an appeal for appointments **on and after June 1, 2021**, follow these steps:

Clients with a Medicaid health plan	Clients without a Medicaid health plan
Follow their health plan's process for submitting complaints and appeals	Call 877-633-8747 (877-MED-TRIP)



Where to find more information

- A flier will be mailed with an overview of the changes
- The client's health plan website will have their transportation contact number and more information
- Member handbooks will be updated to reflect these changes
- The HHSC Medical Transportation Program webpage ([texashhs.org/medicaltransportationservices](https://www.texashhs.org/medicaltransportationservices)) will be kept updated



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Transportation to Medicaid Services

You or your child may be able to get free transportation to and from the doctor, dentist, hospital, drugstore or other providers of Medicaid services.

If you or your child need a ride to an appointment, we may be able to help you with:

- Public transportation, like the city bus.
- Money to purchase gas.
- A taxi or van service.
- Commercial transit, like a bus or plane, to go to another city for an appointment.

How to request a ride:

Call at least two workdays before your appointment or five days before the appointment if it is outside your county. Phones are answered Monday through Friday, 8 a.m. – 5 p.m. local time.

If your appointment is before June 1, 2021, call the numbers below:

- If you live in the Houston/Besmont area, call toll-free: 855-687-4786.
- If you live in the Dallas/Fort Worth area, call toll-free: 855-687-3255.
- If you live anywhere else in Texas, call toll-free: 877-633-8747 (877-MED-TRIP).

If your appointment is after June 1, 2021, follow these steps:

If you or your child have a Medicaid health plan:

- Contact your health plan on your member ID card.
- If you have any questions, call your health plan member number.

If you or your child do not have a health plan:

- Contact your health plan on your member ID card.
- If you have any questions, call your health plan member number.

When requesting a ride:

- Medicaid ID number for appointment.
- Address and phone number for appointment location.
- Address and phone number for appointment location.

You may be asked for more information.

Additional information:
To find out more about medical transportation services, visit [texashhs.org/medicaltransportationservices](https://www.texashhs.org/medicaltransportationservices).

Medical Transportation Program

Home / Services / Health / Medicaid & CHIP / Programs & Services / Medical Transportation Program

- + Aging
- + Disability
- + Financial
- + Food
- Health
 - + Clinics, Health Organizations & Resource Centers
 - + Coronavirus (COVID-19)
 - County Indigent Health Care Program
 - Epilepsy Program
 - Hemophilia Assistance Program
 - Kidney Health Care
 - Medicaid & CHIP

On June 1, 2021, HHSC is changing how transportation services are delivered. Read the "How do I get a ride?" section for details.

The April 28 webinar about upcoming changes is full. Register here for the webinar scheduled on May 12th.

Nonemergency medical transportation services are available for a Medicaid beneficiary or their child. These services include rides to doctor's office, dentist's office, hospital, drug store or any place that provides covered health care services.

Types of rides include:

- Public transportation, like the city bus.
- A taxi or van service.
- Commercial transit, like a bus or plane, to go to another city for an appointment.



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Thank you!
