

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

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





 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



Who can get the services



Children with Special Health Care Needs (CSHCN) program enrollees

Individuals eligible for Transportation for Indigent Cancer Patients (TICP)





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 tollfree: 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)



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



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

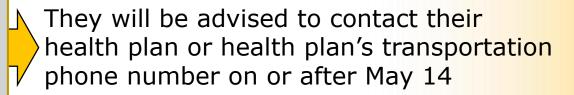
Clients without a health plan

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

TEXAS Health and Human Services

What happens if...

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



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

Complaints and appeals

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

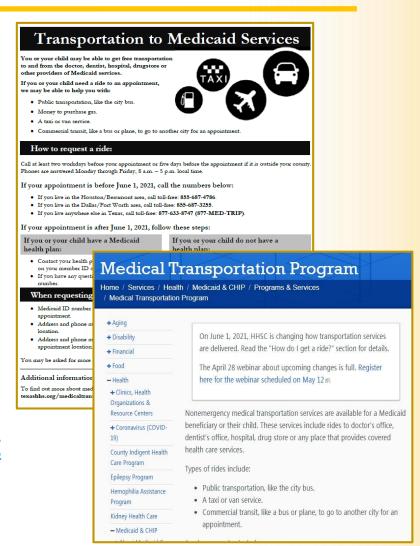


Clients with a Medicaid	Clients without a
health plan	Medicaid health plan
Follow their health plan's process for submitting complaints and appeals	Call 877-633-8747 (877-MED-TRIP)



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/medicaltransportation ionservices) will be kept updated





Thank you!