



Policy Memo

KHPA POLICY NO: 2009-10-01	From: Jeanine Schieferecke Senior Manager - Medicaid Eligibility
Date: October 22, 2009	KEESM Reference: 7532 KFMAM Reference: 6512
RE: Implementation of New Medical Transportation Process	Program(s): Medically Needy Spenddown

The purpose of this memo is to provide instruction to SRS and KHPA eligibility staff concerning application of medical transportation expenses towards an unmet medically needy (MN) spenddown. A new medical transportation broker will assume responsibility for entering medically needy transportation expenses in iCMMIS via the beneficiary bill process. This change is effective with all beneficiary trips taken on or after November 1, 2009.

Background

Effective November 1, 2009, Medical Transportation Management, Inc. (MTM) will be responsible for providing a statewide network of Non-Emergency Medical Transportation (NEMT) providers to select Kansas Medicaid fee-for-service recipients. Transportation services are available 24 hours a day, 7 days a week to Medicaid covered services when no other means of transportation is available. MTM will begin taking calls from beneficiaries on October 26, 2009 to set up rides to appointments scheduled on or after November 1, 2009. The toll free number **1-888-240-6497** is available 8:00am to 5:00pm, Monday – Friday.

NOTE: This change does not affect Managed Care Organization (MCO) members of UniCare Health Care of Kansas or Children’s Mercy Family Health Partners. There is no change for individuals enrolled in these plans. It also does not change the use of an ambulance in an emergency or the responsibility of nursing facilities to provide medical transportation for their residents.

MTM has also agreed to process all medical transportation claims submitted by beneficiaries with an unmet medically needy (MN) spenddown. Allowable expenses shall be applied against the spenddown by MTM via the beneficiary billed process.

Applicants for medical assistance who have been referred for a Presumptive Medical Disability (PMD) determination who require transportation to a medical examination may be referred to MTM by a member of the PMDT. The applicant will be deemed fully eligible for Medicaid in this instance so that MTM may pay the

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Medicaid and HealthWave:

Phone: 785-296-3981
Fax: 785-296-4813

State Employee Health Plan:

Phone: 785-368-6361
Fax: 785-368-7180

State Self Insurance Fund:

Phone: 785-296-2364
Fax: 785-296-6995

transportation claim. Therefore, trip expenses to receive a medical evaluation for PMD purposes should never be applied to the spenddown process described below.

Spenddown Process

Current Process – Medically Needy (MN) beneficiaries with an unmet spenddown submit medical transportation expenses to eligibility staff responsible for processing those expenses. Eligibility staff determine which of those expenses are allowable as medically necessary and which are not. Allowable expenses are then calculated and applied against the spenddown by entering the claim in iCMMIS via the beneficiary bill process. Expenses deemed medically unnecessary are not applied against the spenddown. Notification of case action is sent from the eligibility worker to the beneficiary.

New Process – Effective with this change, MTM will assume responsibility for processing all medical transportation expenses submitted by a beneficiary toward an unmet spenddown. The beneficiary shall call the broker's toll free number (1-888-240-6497) to initiate the process. MTM will check the beneficiary's current eligibility status. If the individual is currently open with an unmet spenddown, MTM will offer the beneficiary a list of transportation providers to contact. The beneficiary will be responsible for arranging (and paying for) his/her own transportation. The beneficiary must use the Transportation Spenddown Form and return the completed form to MTM at the address listed on the form.

Beneficiary Responsibilities - Beneficiaries seeking assistance in arranging a ride to medically necessary services shall have the following responsibilities:

1. Call the NEMT broker, MTM, at the toll free number (1-888-240-6497) to obtain ride information.
 - a. If the beneficiary is a Medicaid fee-for-service recipient, MTM will arrange for transport services and pay the transportation provider. The beneficiary will not be charged for the ride.
 - b. If the beneficiary is on an unmet spenddown, MTM will offer a list of potential transportation providers which the beneficiary may contact to schedule a ride. The list provides an option for beneficiaries having difficulty locating/arranging their own transportation. The beneficiary is not obligated to use a provider from the list. The beneficiary may use a provider from the list or choose to arrange alternative transportation (such as having a friend or relative drive a private vehicle). Payment for the ride will be the responsibility of the beneficiary, but may be submitted as an expense against spenddown as indicated below.
2. Submit all expenses via the Transportation Spenddown Form directly to MTM at the address listed on the form. The fully completed form documents medical necessity, identifies the transportation provider, and provides information necessary to determine the amount of the trip expense. The beneficiary may obtain a copy of the form via mail from MTM, from the local SRS office, or from the KMAP web site at <https://www.kmap-state-ks.us/Public/Beneficiary/default.asp> (click on the "Other Resources" tool bar). Incomplete forms will be returned to the beneficiary. No transportation expenses may be applied against a spenddown unless submitted on this form. As indicated above, the beneficiary need not use an MTM contracted provider for the expense to be potentially allowed.
3. Submit all non-beneficiary transportation claims to the SRS or KHPA eligibility worker. MTM is only responsible for beneficiary claims. Eligibility staff continue to be responsible for entering allowable medical expenses for non-beneficiary family group members (ie: for an individual with a "DI" participation code such as a spouse who is not aged, blind or disabled).

Eligibility Staff Responsibilities - SRS and KHPA eligibility staff maintain responsibility for the following:

1. Refer beneficiaries seeking assistance in scheduling a ride to medically needy services to the MTM toll free number (1-888-240-6497). MTM will explain the NEMT program to the beneficiary and offer a list of transportation providers as described above.
2. Make the Transportation Spenddown Form available to the beneficiary. Copies of the form should be maintained at the local SRS offices so the beneficiary can pick one up or have it mailed upon request. Staff may also direct beneficiaries to the web site displaying the form. Remember, no transportation expenses may be allowed without a fully completed form.
3. Forward claims to MTM if submitted to the local SRS office or to the Clearinghouse . The Transportation Spenddown Form directs the beneficiary to mail the form to MTM at the listed address. However, if the form is misdirected to the local SRS office or the Clearinghouse, eligibility staff are responsible for immediately forwarding the form to MTM for processing.
4. Enter the following transportation expenses on the KAECSES MEEEX screen:
 - a. expenses claimed for an ineligible family group member (ie: non-beneficiary spouse with a participation code of “DI”), and
 - b. due and owing expenses incurred outside of the eligibility period.

Eligibility staff should follow existing processes for entering these expenses. MTM is not responsible for processing these expenses since these are not beneficiary billed type expenses and are always entered on the MEEEX screen to reduce the spenddown amount.

5. Contact the MTM Kansas Care Manager directly at 1-888-561-8747 to resolve any issues concerning processing of submitted claims/expenses. In instances where processing responsibility is not clear, open communication between SRS/KHPA eligibility staff and MTM is essential.

Documents - The following documents have been included with this memo:

1. Changes for Rides to Medical Care – This letter was mailed on 10-13-2009 to all current fee-for-service beneficiaries informing them of the new number to call and the change in the medical transportation process.
2. Transportation Spenddown Form – This is the form beneficiaries must submit to MTM to verify the medical transportation and that the trip was medically necessary. Submissions not using this form will be returned to the beneficiary.
3. Transportation Expense Notice – This is the notice MTM will send to the beneficiary when a transportation claim has been rejected. In certain situations, the beneficiary will be instructed to submit the claim to their eligibility worker for processing.

If you have any questions or concerns about the information in this memo, please contact Tim T. Schroeder at (785) 296-1144 or Tim.Schroeder@khp.ks.gov. If you have questions about the new Kansas Non-Emergency Medical Transportation (NEMT) Broker Program, please contact the NEMT Program Manager, Tracy Conklin, at (785) 296-7788 or Tracy.Conklin@khp.ks.gov.