



NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT)

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Medicaid Non-Emergency Medical Transportation (NEMT) is an important benefit for Medicaid members who need to get to and from Medicaid-covered medical services but have no other means of transportation. The CT Department of Social Services oversees the NEMT program, including the overall program design. The ultimate goal of NEMT in Connecticut is person-centered, medically necessary, timely, and high quality access to medical services provided by a reliable, flexible, and innovative NEMT system. A person-centered health care delivery system only succeeds when a Medicaid member can effectively schedule and access Medicaid medical, behavioral health, and dental services. NEMT services provide a necessary bridge to ensure Medicaid members can manage their health conditions, live independently, and achieve their own health goals.

As the single state agency in CT designated to administer the Medicaid program, the Department is partnering with Veyo, a Total Transit Company (“Veyo”) to implement an innovative NEMT approach, including, but not limited to, a technology platform and model that will augment the Department’s efforts to support members’ access to NEMT and Medicaid-covered health services, ensure high quality for members and providers, achieve efficiencies, and appropriately administer utilization. This model will improve our ability to collect, analyze and report patterns in our service delivery as well as to derive new insights from healthcare logistics.

Veyo was awarded the right to negotiate a contract with the Department in response to the request for proposals, required in Special Act 16-8. DSS is executing a three-year contract for NEMT services with Veyo, effective January 1, 2018, through December 31, 2020.

1: How is this NEMT contract different than past NEMT contracts with CT Medicaid?

A: The NEMT program is being restructured based on a “risk model” designed to provide Veyo with greater flexibility and capacity to procure a range of transportation throughout the state in order to best serve Medicaid members. Veyo will assume ‘risk’ for financially covering the rides needed by Medicaid members through a per-enrollee/per-month amount (instead of fixed fee-for-service rates), and will be responsible for coordinating the transportation. The goal of this change is to engage high quality local transportation providers and utilize publicly available transportation to enable members who need assistance getting to Medicaid services in the most appropriate, timely manner.

The Department’s approach to NEMT services emphasizes a person-centered service system that is cost-effective while utilizing technology and other innovative solutions in transportation booking, scheduling, monitoring and reporting to provide full access to Medicaid members.

2: How is Veyo different than other NEMT brokers?

A: Veyo combines the traditional model of fulfilling trips with an Independent-Driver Provider (IDP) model. **This blended approach allows Veyo to immediately increase its capacity and react quickly to hospital discharges, urgent/rescue trips, and will-call trips.** By incorporating modern technology, including GPS tracking on the driver application, Veyo is able to see the location of vehicles and their availability in real-time which facilitates their ability to make adjustments in real-time.

3: What are Independent Driver-Providers (IDPs)?

A: IDP's are independent contractors who use their own vehicles to provide non-emergency medical transportation to eligible Medicaid members. The IDPs are required to meet or exceed all applicable requirements under state and federal law, as well as any CMS requirements. IDPs are also required to complete training specific to the transportation needs of Medicaid members, including but not limited to, ADA Sensitivity, Cultural Competency, CPR/First Aid, HIPAA, Blood-borne Pathogens and Defensive Driving. The IDPs also undergo multistate background checks to ensure safety and quality. To further ensure member safety, Veyo rigidly enforces a zero-tolerance policy for the use and abuse of drugs, alcohol and any other substances that would compromise safety. The use of IDP drivers is intended to enable the Contractor to supplement traditional providers and to serve eligible members reliably, efficiently, and cost-effectively.

4: Does this new model carve out the current NEMT providers that have been serving Medicaid members? Are traditional livery providers still able to participate?

A: The Contractor will maintain a traditional contracted transportation provider network as well as contracted IDPs. All providers are required to meet performance standards.

5: What type of technology is Veyo bringing to the CT NEMT program and are providers going to have to pay out of pocket to utilize such technology?

A: Veyo's technology platform provides:

- **Transportation provider management**-allows real time access to vehicle locations, on time performance monitoring, and GPS/time stamped logs of trip activity. The application is capable of capturing data required for billing electronically which can eliminate the time and paper currently required with billing.
 - All these data points are captured and maintained in the system to allow for reporting and program monitoring.

Veyo will be providing their software to transportation providers without charge to the provider.

6: Will the providers be based in the areas they are serving?

A: It is Veyo’s intention to deploy providers based in the area where the trip is needed; however, there are times when provider capacity is limited and an out of area provider may be called to assist with transportation to ensure that our members can get to or from their appointments.

7: *What are the requirements around “multi-loading”?*

A: Veyo is required to develop, implement and monitor a “shared ride” policy for multi-passenger, grouped trips. The policy, when implemented, must clearly exclude a member from multi-passenger trips when it is inappropriate, including, but not limited to, situations in which a member is immunocompromised.

8: *Does the Department oversee the vendor’s subcontracts with providers?*

A: The transportation provider subcontract is reviewed and approved by the Department. The Department may request the contract for a subcontracted transportation provider at any time.

9: *Will Veyo have a customer service call center for Medicaid members? Who will train the staff employed at the call center?*

A: Veyo has established a local call center that includes a multi-level integrated voice response (IVR) system and 24/7/365 access **for trips on or after January 1, 2018**. The call center number is **1-855-478-7350**. The local office’s business hours are 7:00 AM to 6:00 PM, Monday through Friday except for holidays. After hours coverage is also available for urgent trip requests.

All call center employees receive training specifically tailored towards serving Connecticut Medicaid members. Training is conducted by Veyo with assistance from the Department regarding state and federal requirements, Medicaid eligibility and enrollment.