

CSHCS ALERT #16 - 2014 - URGENT CSHCS Need for Info re: NEMT
Monday, 6/23/14

Very quickly, we need LHDs to tell us 1) if they never have a need for medivans/ambucabs for persons under the conditions below, 2) approximately how often your LHD uses medivans/ambucabs, 3) when do you use them for clients who just need transportation as opposed to specialized transportation and why, 4) do you contact MTM for assistance before contacting a medivan/ambucab? Please see detail below.

The Department of Community Health, Office of Audit has reviewed transportation expenses within the department. They became aware that CSHCS pays medivans/ambucabs at emergency ambulance rates for Non-emergency Medical Transportation (NEMT) as opposed to at the usual NEMT rates.

We explained that we need to have providers willing to transport those clients who need NEMT but with the addition accommodation of requiring that they remain in a prone position/stretchers or need for life support services while being transported to their medical providers for usual medical care. This was the purpose of allowing for higher payments for CSHCS clients versus for those in other programs when needing to use a medivan/ambucab due to accommodation needs.

The Office of Audit followed up with the five (5) highest billers during the specific time frame they were reviewing to identify the types of services they usually provide. The Office of Audit then informed us that of those five providers, all of them indicated that they do not even have the ability to accommodate a person on a stretcher or in need of life sustaining equipment to be transported or any other reason that precludes the client from using regular transportation. The Office of Audit has concluded that CSHCS is not getting the additional services and care that initially justified using the significantly higher payment to keep the higher level of care providers available when needed.

We need to be able to explain what has happened in that so many providers are being paid at the emergency ambulance rates for NEMT when the clients being transported don't require this level of transportation.

Thank you for your prompt attention and response to our questions so we are able to inform others within the department. Sorry for asking for information for immediate response.

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