

Bulletin Number: MSA 14-08

Distribution: Bridges Eligibility Manual (BEM) and Bridges Administrative Manual (BAM) Holders

Issued: February 27, 2014

Subject: Non-Emergency Medical Transportation (NEMT) Policy Changes

Effective: April 1, 2014

Programs Affected: Medicaid

Effective for dates of service on or after April 1, 2014, the Michigan Department of Community Health (MDCH) will modify the Non-Emergency Medical Transportation (NEMT) policy. Refer to the Department of Human Services (DHS) Bridges Administrative Manual (BAM) 825 for complete information regarding Medicaid NEMT policy.

Medical Transportation Evaluation

When evaluating a client's request for medical transportation, the DHS worker must verify that existing transportation resources available to the client are maximized. The requested transportation must be for Medicaid-covered services and comply with the criteria outlined in the Covered Medical Transportation section of BAM 825.

When a client has resources available to provide transportation without reimbursement - either by his or her own means or via family or friends - he or she is expected to do so. DHS staff is encouraged to explore whether such arrangements exist before authorizing transportation. However, if the client informs the DHS worker that transportation resources are not available, or that providing transportation without reimbursement is a financial hardship, transportation should be approved regardless of whether or not the service has been provided without reimbursement in the past.

Payment Authorization

In order to authorize payment for transportation that has been provided, the local DHS office must receive the completed Medical Transportation Statement form (MSA-4674) from the transportation provider within 90 calendar days from the date of service. The form must be approved by the local DHS office and submitted to the appropriate DHS accounting service center within 10 business days of receipt.

Manual Maintenance

Retain this bulletin until the information has been incorporated into the Bridges Eligibility Manual and Bridges Administrative Manual.

Questions

Any questions regarding this bulletin should be directed to Provider Inquiry, Department of Community Health, P.O. Box 30731, Lansing, Michigan 48909-8231, or e-mail at ProviderSupport@michigan.gov. When you submit an e-mail, be sure to include your name, affiliation, and phone number so you may be contacted if necessary. Providers may phone toll-free 1-800-292-2550.

Approved

A handwritten signature in black ink that reads "Stephen Fitton". The signature is written in a cursive style with a large initial 'S'.

Stephen Fitton, Director
Medical Services Administration