

July 13, 2021

<Provider Name>
<Provider Address 1>
<Provider Address 2>
<City> <State> zipcode5-zipcode4

Dear Provider:

RE: Actions for Non-Emergency Medical Transportation (NEMT) Providers and Medicaid Beneficiaries During COVID-19

The purpose of this letter is to provide NEMT and COVID-19 health and safety updates to Medicaid providers, transportation brokers, local MDHHS county offices, health plans and MI Choice waiver agencies. To protect the health and safety of Medicaid beneficiaries and transportation providers during the COVID-19 public health emergency (PHE), specific protocols remain in place per Numbered Letter L 21-25, and updates are provided below. Transportation providers must follow the Centers for Disease Control and Prevention (CDC) recommended guidance located at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. An electronic version of Number Letter L 21-25 is available at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms.

Protocols for Transportation Providers and Medicaid Beneficiaries

Transportation providers, Medicaid beneficiaries, and other riders in all Medicaid programs must take precautions as follows, pursuant to CDC guidance and orders:

- Transportation providers, Medicaid beneficiaries, medically necessary attendants, caregivers or guardians of minor beneficiaries, and beneficiary dependents are required to wear a face covering any time people from two or more households are present in a vehicle, including those who are fully vaccinated against COVID-19. More information about face coverings is located at <https://www.cdc.gov/coronavirus/2019-ncov/travelers/face-masks-public-transportation.html>.
- To increase ventilation, transportation providers should keep vehicle windows open when it does not create a safety or health hazard. Having more windows open is more helpful, but even just cracking a few windows open is better than keeping all windows closed. More information can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/ventilation.html>.

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- Proper hand hygiene must continue per CDC guidance which can be reviewed at <http://www.cdc.gov/cleanhands/>.
- Between transports, transportation providers must clean and disinfect frequently touched surfaces in passenger compartments. This includes, but is not limited to, interior and exterior door handles, seatbelts, seats, door interiors, equipment control panels, driver cell phones, and pens. Lists of United States Environmental Protection Agency (EPA)-registered disinfectants are found at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>.
- More information on wearing masks, social distancing, ventilation, washing hands, covering coughs and sneezes, cleaning and disinfecting, and monitoring health is located at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>.

Rideshare Arrangements

Local MDHHS county offices can schedule rideshare arrangements (multiple riders in one vehicle). However, rideshare arrangements are discouraged for medically vulnerable beneficiaries. A local MDHHS county office must ask a beneficiary if sharing a ride with other beneficiaries will be an issue prior to scheduling a rideshare transport. If a rideshare transport will be an issue, the local MDHHS county office must document this information in the beneficiary's case file or other method of record and schedule a single rider trip for the beneficiary. Medicaid Health Plans (MHPs), Integrated Care Organizations (ICOs) and MI Choice waiver agencies are advised to schedule single rider trips when rideshare transports will be an issue for a beneficiary.

Questions regarding this letter can be e-mailed to Lida Momeni, NEMT Policy Specialist, at momenil@michigan.gov.

An electronic version of this document is available at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms.

Sincerely,



Kate Massey, Director
Medical Services Administration