

May 12, 2021

NON-EMERGENCY MEDICAL TRANSPORTATION FOR STAR MEMBERS

Non-emergency Medical Transportation (NEMT) Services provide transportation to non-emergency health care appointments for STAR Members who have no other transportation options. These trips include rides to the doctor, dentist, hospital, pharmacy, and any other places they receive Medicaid services. These trips do NOT include ambulance trips.

Starting on **June 1, 2021**, Community Health Choice (Community) will provide transportation services for STAR Members and will use **Access2Care** to provide NEMT Services.

- **Access2Care** is available 365 days a year, 7 days a week, 24 hours a day.
- Members can call **Access2Care** toll-free at 1.844.572.8194 at least 48 hours before the scheduled appointment. They may be able to get a ride sooner for an urgent care appointment.
- Members can also schedule transportation through the **Access2Care (A2C)** Member app which they can download from their app store.
- Providers can also arrange transportation for Members by calling Access2Care at 1.844.572.8194, or schedule online by visiting the Community Provider Portal for the link to Access2Care's reservation system.

WHAT SERVICES ARE PART OF ACCESS2CARE'S SERVICES?

- Passes or tickets for transportation such as mass transit within and between cities or states, including by rail or bus.
- Commercial airline transportation services.
- Demand response transportation services, which is curb-to-curb transportation in private buses, vans, or sedans, including wheelchair-accessible vans, if necessary.
- Mileage reimbursement for an individual transportation participant (ITP) for a verified completed trip to a covered healthcare service. The ITP can be the Member, a responsible party, a family member, a friend, or a neighbor. Pre-approval is required to be an ITP.
- If Member is 20 years old or younger, he/she may be able to receive the cost of meals associated with a long-distance trip to obtain health care services. The daily rate for meals is \$25 per day for the Member and \$25 per day for an approved attendant.
- If Member is 20 years old or younger, Member may be able to receive the cost of lodging associated with a long-distance trip to obtain health care services. Lodging services are limited to the overnight stay and do not include any amenities used during their stay, such as phone calls, room service, or laundry service.
- If Member is 20 years old or younger, Member may be able to receive funds in advance of a trip to cover authorized **Access2Care** services.
- If the Member needs an attendant to travel to their appointment with him/her, **Access2Care** will cover the transportation costs of the attendant.
- Children 14 years old and younger must be accompanied by a parent, guardian, or other authorized adult.
- Children 15-17 years old must be accompanied by a parent, guardian, or other authorized adult or have consent from a parent, guardian, or other authorized adult on file to travel alone. Parental consent is not required if the health care service is confidential in nature.

FORMS FOR THE PROVIDER TO COMPLETE

There may be times, when **Access2Care** will require additional documentation from the Member's Provider or Parent/Guardian. The Travel Assessment Form will be available to Providers from the Community site. Providers will complete the form to address the following about the Member:

- Health plan information
- Level of disability
- Recommended transportation
- Attendant necessity for the trip
- Provider's information

QUESTIONS?

If you have questions about NEMT services or if Members, your patients, need this service, please contact us at 713.295.2295.