



Missouri Department of Health and Senior Services

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VM-11-20

May 18, 2011

**MEMORANDUM FOR ALL CONSUMER-DIRECTED SERVICES VENDORS**

FROM: Celesta Hartgraves, Director *Celesta Hartgraves*  
Division of Senior and Disability Services

SUBJECT: Transportation to Non-Emergency Medical Appointments

The Department of Health and Senior Services, Division of Senior and Disability Services has been advised by the Department of Social Services, MO HealthNet Division (MHD) that transportation to and from a Medicaid-covered medical appointment is not a component of the Personal Care (PC) program. This includes the Personal Care Assistance (Consumer-Directed Model) (CDS) program. Transportation needs for these appointments are typically covered under MHD's Non-Emergency Medical Transportation (NEMT) program. However, not all recipients of Medicaid benefits are eligible to receive NEMT; the NEMT broker will be able to clarify if the CDS participant is eligible for NEMT. Therefore, unless there are extenuating circumstances, such as the CDS participant's type of Medicaid coverage does not include the NEMT program, a personal care attendant (aide) should not receive payment, under the PC program, for transporting a CDS participant to and from medical appointments. This would be considered a duplication of payment.

Currently, MHD's broker to arrange transportation through the NEMT program to fee-for-service participants is Medical Transportation Management, Inc. (MTM), located in St. Louis, Missouri. MTM is paid a per member, per month fee to arrange and provide medical transportation for MHD participants. NEMT may be provided by a transportation vendor contracted with the broker; or if the participant has a vehicle or a neighbor, friend, or relative who can transport, the participant can request gas reimbursement from the broker (based on the medical mileage rate established by the IRS).

For those CDS participants who are under the age of twenty-one (21), the NEMT broker can provide an attendant during transport, if necessary. In addition, for CDS participants who are age twenty-one (21) and older, one attendant may accompany the CDS participant in the NEMT vehicle; however the cost of the attendant is not a covered service under NEMT.

To arrange NEMT services or request gas reimbursement, the participant must call the toll free transportation line at **1 (866) 269-5927**. A brochure regarding NEMT through MO HealthNet is available at <http://www.mtm-inc.net/975MObrochure-HIRESv5-0.pdf>.

In addition, CDS providers may want to access the following link <http://www.dss.mo.gov/mhd/providers/pages/bulletins.htm> to review MO HealthNet Provider Bulletin, Volume 33, Number 6 dated August 31, 2010 regarding NEMT.

[www.health.mo.gov](http://www.health.mo.gov)

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VM-11-20

May 18, 2011

Page 2

Current CDS participants whose care plans include transportation units for Medicaid-covered medical appointments will remain as they are currently authorized. However, as SynCare staff complete a reassessment or care plan maintenance activity to transfer the individual into the Home and Community Based Services Web Tool, these transportation units will be discontinued as appropriate.

As a function of the CDS Vendor, you may be contacted by the CDS participant for assistance.

Any questions regarding this memorandum should be directed to the Bureau of Program Integrity via e-mail at [programintegrity@health.mo.gov](mailto:programintegrity@health.mo.gov) or by phone at 573/526-8557.

CH/TH

CC: Distribution List 4