

Affected Programs: BadgerCare Plus, Medicaid
To: All Providers, HMOs and Other Managed Care Programs

Meals and Lodging Member Reimbursement Policy and Other Policy Clarifications for Non-emergency Medical Transportation

Effective September 1, 2012, the Department of Health Services will implement a meals and lodging member reimbursement policy when members are traveling by non-emergency medical transportation. The details surrounding the policy change are included in this *ForwardHealth Update*.

Other policy clarifications for car seat usage and additional riders are also included in this *Update*.

Effective for dates of service on and after September 1, 2012, the Department of Health Services (DHS) will implement a meals and lodging member reimbursement policy when a trip is coordinated by the non-emergency medical transportation (NEMT) manager, LogistiCare LLC.

Members will be notified of the meals and lodging policy through a *ForwardHealth Member Update* that is scheduled to be mailed to all affected members in July 2012. Refer to Attachment 1 of this *Update* for a copy of the *Member Update*.

Meals and Lodging Member Reimbursement Policy

When a trip is coordinated by the NEMT manager, there are certain circumstances when meals and lodging may be reimbursable for members. In the following situations, members may request reimbursement for meals and lodging when traveling to an allowable covered service:

- Any eligible member away from his or her principle residence for at least four hours *and* must travel at least 100 miles one-way to a medical appointment may be allowed reimbursement for one meal.
- Any eligible member away from his or her principle residence for at least eight hours *and* must travel at least 100 miles one-way to a medical appointment may be allowed reimbursement for two meals.
- Any eligible member away from his or her principle residence for at least eight hours *and* must travel at least 200 miles one-way to a medical appointment may be allowed reimbursement for two meals and one night lodging.
- Any eligible members who are required by medical necessity to have multiple overnight stays may be allowed meals and lodging based on the above criteria. For members with transportation coordinated by LogistiCare, members may receive up to three meals reimbursement per day on the second and ensuing days of medical care.

Members are eligible for transportation through LogistiCare if they have no other way to get a ride to a covered service. If neighbors, friends, relatives, or voluntary organizations have routinely provided transportation at no cost, the member is not eligible for transportation through LogistiCare.

LogistiCare will pay up to \$10.00 per meal for members with authorization for meal reimbursement. Members must keep receipts for all meals and mail them to LogistiCare with a form. LogistiCare will send a check for the amount spent on meals, or up to \$10.00 per meal, whichever is less. Alcohol and recreational activities are not reimbursable expenses.

LogistiCare will arrange any lodging that may be necessary for members.

Medically required attendants may be allowed the same meal and lodging reimbursement as the traveling eligible member.

Process for Requesting Reimbursement from LogistiCare for Meals and Lodging

Members must request authorization for reimbursement for meals and lodging from LogistiCare when members call to schedule NEMT. Refer to Attachment 2 for contact information for LogistiCare. LogistiCare will explain the process to the member at that time. If NEMT is denied for a member, then meals and lodging are not reimbursable.

Members who are able to pay for meals and lodging at the time of transportation will be required to do so. LogistiCare will mail the member a reimbursement form with instructions on how to complete the form and where to send it for reimbursement. Members must obtain receipts for all meals and lodging. Members will be required to mail the receipts and completed form back to LogistiCare.

For members who cannot pay for their meals and lodging at the time of their transportation, LogistiCare will arrange and pay for the member's lodging. Meals will be paid for by LogistiCare at locations where possible, such as a hospital/facility cafeteria.

Members Eligible for Non-emergency Medical Transportation from LogistiCare

LogistiCare provides NEMT to covered services, when applicable, for most members enrolled in the following programs:

- The BadgerCare Plus Standard Plan.
- The BadgerCare Plus Benchmark Plan.
- BadgerCare Plus Express Enrollment for Pregnant Women.
- Family Planning Only Services.
- Tuberculosis-Related Services-Only Benefit.
- Wisconsin Medicaid.

Members Not Eligible for Non-emergency Medical Transportation from LogistiCare

The following members are not eligible to receive NEMT from LogistiCare at this time:

- Members who are enrolled in an HMO in Kenosha, Milwaukee, Ozaukee, Racine, Washington, or Waukesha County.
- Members residing in a nursing home.
- Members enrolled in Family Care, Family Care Partnership, and Program for All-Inclusive Care for the Elderly (PACE).

Members traveling by NEMT and who incur meals and lodging expenses should refer to the agency providing the transportation (e.g., Family Care or a state-contracted HMO) for reimbursement availability.

Policy Reminder for Additional Passengers and Car Seats

No other person except medically required attendants or a parent or guardian accompanying a minor child to the child's appointment is allowed on the ride to an appointment. Members may be reminded that there are other options for including additional riders or children, such as use of a personal vehicle to transport additional passengers. Members may also use a bus pass and pay for the additional passenger or child.

Wisconsin law dictates that all children must be in a car seat until they reach age 4 and 40 pounds, and in a booster seat until they reach age 8, more than 80 pounds in weight or more than 4 feet, 9 inches tall. Parents or guardians are responsible for providing the appropriate car seat or booster seat for any children traveling via NEMT. If a parent or

guardian does not have the appropriate car seat or booster seat at the time of transportation, LogistiCare reserves the right to deny the trip.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

P-1250

ATTACHMENT 1
ForwardHealth Member Update for
Non-emergency Medical Transportation Meal
and Lodging Policy

(A copy of the "*ForwardHealth Member Update for Non-emergency Medical Transportation Services*" will be located on the following pages.)

Spanish — Si necesita ayuda para traducir o entender este texto, por favor llame al teléfono 1-800-362-3002 (V/TTY).

Russian — Если вам не всё понятно в этом документе, позвоните по телефону 1-800-362-3002 (V/TTY).

Hmong — Yog xav tau kev pab txhais cov ntaub ntauw no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).

Laotian — ເພື່ອຊ່ວຍໃນການແປ ຫລື ເຂົ້າໃຈເນື້ອຫາໃນນີ້, ກະລຸນາໂທອະສັບຫາ 1-800-362-3002 (V/TTY).

Affected Programs: BadgerCare Plus, Medicaid

To: Members

Meals and Overnight Stay Rules and Payment Limits and Other Important Information for Non-emergency Medical Transportation

As of September 1, 2012, there are payment rules and limits for meals and overnight stays when you get non-emergency transportation (NEMT) to covered appointments.

As a reminder, starting last July 2011, you can call LogistiCare at 1-866-907-1493 (or TTY 1-866-288-3133) to schedule a ride to covered appointments if you have no other way to get to the appointment. Refer to the Attachment of this *ForwardHealth Update* for contact information for Logisticare. If neighbors, friends, relatives, or voluntary organizations can give you a ride to your appointment, you are not eligible for a ride through LogistiCare.

This change does NOT affect your eligibility, enrollment, or benefits for Wisconsin Medicaid or BadgerCare Plus.

When Can I Get Payment for My Meals and Overnight Stays?

Wisconsin Medicaid and BadgerCare Plus have rules for when members can get payment for meals and overnight stays when you travel by NEMT to covered appointments:

- You may be paid for one meal if you are going to a covered service and have to be away from home for at least four hours and are traveling at least 100 miles one way.
- You may be paid for two meals if you are going to a covered service and have to be away from home for at least eight hours and are traveling at least 100 miles one way.
- You may be paid for two meals and one overnight stay if you are going to a covered service and have to be away from home for at least eight hours and are traveling at least 200 miles one way.

If you are going to a covered appointment and need to be away from home for more than one night, you should talk with LogistiCare about what meals and overnight stays you can get paid for.

Medically required attendants may be allowed the same meal and overnight stay payment as you are. An attendant could be someone in your family.

How Do I Ask for Payment from LogistiCare for Meals and Overnight Stays?

Call LogistiCare at 1-866-907-1493 (or TTY 1-866-288-3133) to schedule a ride. While you are scheduling your ride, ask if you meet the rules for payment of your meals or overnight stays.

LogistiCare will pay you up to \$10.00 per meal if you meet the payment rule. You need to keep receipts for all your meals and mail them to LogistiCare with a form. Then, LogistiCare will send you a check for the amount you spent on your meal or up to \$10.00 per meal, whichever is less. LogistiCare will arrange any overnight stays that may be necessary. LogistiCare will not pay for any alcohol or recreational activities.

If you are unable to pay for your overnight stay at the time of your appointment, LogistiCare will arrange and pay for it for you. If you are unable to pay for your meals at the time of your appointment, LogistiCare will pre-pay for your meal at locations where this is possible, such as a hospital cafeteria.

Do I Need to Work with LogistiCare to Request Reimbursement for Meals and Overnight Stays?

The information in this *ForwardHealth Member Update* is for most members enrolled in any of the following:

- Wisconsin Medicaid.
- The BadgerCare Plus Standard Plan.
- The BadgerCare Plus Benchmark Plan.
- Family Planning Only Services.
- Tuberculosis-Related Services-Only Benefit.
- BadgerCare Plus Express Enrollment for Pregnant Women.

This notice on meals and overnight stay limits does not apply to the following members at this time, and you can receive your rides as you do now:

- Wisconsin Medicaid or BadgerCare Plus members who are enrolled in an HMO and live in one of the following counties:
 - ✓ Milwaukee.
 - ✓ Waukesha.
 - ✓ Washington.
 - ✓ Ozaukee.
 - ✓ Kenosha.
 - ✓ Racine.
- Members who live in a nursing home.
- Members enrolled in Family Care.

If you are enrolled in one of the following programs, non-emergency rides are not covered:

- The BadgerCare Plus Core Plan.
- The BadgerCare Plus Basic Plan.
- SeniorCare.

If you are enrolled in the Core Plan or the Basic Plan *and* Family Planning Only Services, you can get a ride only to services covered under Family Planning Only Services.

What If Someone Else Needs to Come Along?

No one besides a medically required attendant or a parent accompanying a minor child to the child's appointment is allowed to go along on the ride to an appointment. You can take your own car and request gas money and then you may take an additional passenger. You may also request a bus pass from LogistiCare and the additional rider may purchase their own bus pass and ride along.

Do I Need a Car Seat for My Child?

Parents or guardians are responsible for providing any car seats or booster seats for the ride. Wisconsin law required car seats for any children under the age of 4 or for any children less than 40 pounds in weight. Booster seats are required for children who are under 8 years old, less than 80 pounds, or under 4 feet 9 inches tall. LogistiCare will not provide any car seats or booster seats. If you do not have a car seat or booster seat at the time of your ride for any children that need them, LogistiCare will deny your ride.

Member Contact Information for LogistiCare

Name of Telephone Line	Telephone Number	Purpose of Telephone Line
Reservation line for scheduled trips	(866) 907-1493 (866) 288-3133 (TTY)	<ul style="list-style-type: none">• The reservation number that members, their families or care givers, or medical providers call to schedule a ride.• Hours are Monday-Friday 7:00 a.m. to 6:00 p.m.• All rides, except for hospital discharges and urgent trips, must be scheduled two business days in advance.

ATTACHMENT 2

Provider Contact Information for LogistiCare

Name of Telephone Line	Telephone Number	Purpose of Telephone Line
Reservation line for routine and urgent trips	(866) 907-1493	The reservation number that members, their families/care givers, or medical providers call Monday-Friday 7:00 a.m. to 6:00 p.m. to reserve a routine trip for the member. All trips, except for hospital discharges and urgent trips, must be pre-arranged at least two business days in advance.