

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

## **New Medicaid Non-Emergency Medical Transportation Management System**

On July 1, 2011, the Wisconsin Department of Health Services will implement a new non-emergency transportation management system for most members enrolled in Wisconsin Medicaid, the BadgerCare Plus Standard Plan, and the BadgerCare Plus Benchmark Plan.

On July 1, 2011, the Wisconsin Department of Health Services (DHS) will implement a new transportation management system that will coordinate non-emergency transportation services statewide. The new transportation management system will affect most members enrolled in Wisconsin Medicaid, Family-Planning Only Services, the BadgerCare Plus Standard Plan, and the BadgerCare Plus Benchmark Plan. Non-emergency medical transportation (NEMT) is defined as transportation provided by a specialized medical vehicle or common carrier to a covered service.

### **Members Not Affected**

The new NEMT management system will not affect the following members:

- Wisconsin Medicaid or BadgerCare Plus members who are enrolled in an HMO in Milwaukee, Waukesha, Washington, Ozaukee, Kenosha, and Racine counties. Members who are enrolled in an HMO in these counties will continue to receive NEMT from their respective HMO. All other Medicaid members in these six counties who are not enrolled in an HMO will participate in the

statewide Medicaid transportation management program.

- Members who reside in a nursing home.
- Members who are enrolled in Family Care.

This change will not affect emergency transportation services under Medicaid or BadgerCare Plus.

### **LogistiCare Solutions, LLC**

The DHS has contracted with LogistiCare Solutions, LLC, (LogistiCare) to provide NEMT management services for Medicaid and BadgerCare Plus members.

LogistiCare is under contract with the DHS and has a Health Insurance Portability and Accountability Act of 1996 business associate agreement in place.

Providers and members may be contacted by LogistiCare and the DHS prior to July 1, 2011, as part of an outreach and education program regarding this initiative. LogistiCare may also contact providers before July 1, 2011, to discuss transportation service arrangements.

A future *ForwardHealth Update* will be issued with details on the NEMT contractor implementation.

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/](http://www.forwardhealth.wi.gov/).

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