



**Update**

**July 2012**

**No. 2012-31**

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

## **Non-emergency Medical Transportation Management System Expands to HMO Enrollees in Milwaukee, Waukesha, Washington, Ozaukee, Kenosha, and Racine Counties**

Effective September 1, 2012, the Wisconsin Department of Health Services is expanding the transportation management system that coordinates non-emergency medical transportation services to include Wisconsin Medicaid or BadgerCare Plus members who are enrolled in an HMO in Milwaukee, Waukesha, Washington, Ozaukee, Kenosha, and Racine counties.

### **Introduction to Non-emergency Medical Transportation Management System**

Effective September 1, 2012, LogistiCare, LLC, will coordinate non-emergency medical transportation (NEMT) services for Wisconsin Medicaid or BadgerCare Plus members who are enrolled in an HMO in Milwaukee, Waukesha, Washington, Ozaukee, Kenosha, and Racine counties.

The Department of Health Services (DHS) contracted with LogistiCare Solutions, LLC, (LogistiCare) in 2011 and has since successfully provided NEMT management services for most Medicaid and BadgerCare Plus members in Wisconsin. LogistiCare will now provide NEMT management services for HMO-enrolled members in Southeast Wisconsin.

Non-emergency medical transportation is defined as transportation provided by a common carrier, specialized medical vehicle (SMV), or ambulance to a covered service.

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

This policy change is a result of the ongoing Medicaid Rate Reform project and was included as a budget item for the 2009-2011 fiscal years. The NEMT services management system will accomplish the following:

- Improve the access and quality of NEMT services for all members.
- Implement a uniform application of policy across the state.
- Reduce costs for Wisconsin Medicaid and NEMT service providers by ensuring travel is arranged with the most economical mode of transportation.

Members will be notified of the implementation of LogistiCare 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*.

*Note:* This change will not affect emergency transportation services under Medicaid or BadgerCare Plus. Claim submission and reimbursement for emergency transportation by ambulance is not changing.

## Members Affected by This Implementation

The NEMT management system will affect the following members who meet all of the criteria below:

- Is enrolled in one of the following programs:
  - ✓ The BadgerCare Plus Standard Plan.
  - ✓ The BadgerCare Plus Benchmark Plan.
  - ✓ Wisconsin Medicaid.
- Is enrolled in an HMO or Supplemental Security Income (SSI) Managed Care Organization.
- Resides in one of the following counties:
  - ✓ Milwaukee.
  - ✓ Waukesha.
  - ✓ Washington.
  - ✓ Ozaukee.
  - ✓ Kenosha.
  - ✓ Racine.

## Members Not Affected by Non-emergency Medical Transportation Manager

The NEMT management system will not affect the following members:

- Members residing in a nursing home. Members residing in a nursing home will continue to receive their SMV services on a fee-for-service basis and ForwardHealth will be responsible for reimbursing claims. If members residing in a nursing home require common carrier transportation, that is the responsibility of the nursing home and the nursing home should continue to submit claims for reimbursement for common carrier transportation according to the February 2010 *Update* (2010-05), titled “Reimbursement and Claims Submission Changes for Nursing Home Provided Non-emergency Transportation for Nursing Home Residents.”
- Members who are enrolled in Family Care, FamilyCare Partnership, and the Program of All-Inclusive Care for the Elderly (PACE). Members enrolled in these programs will continue to receive NEMT services from the care management organization.

## Members Not Eligible for Non-emergency Medical Transportation

Non-emergency medical transportation services are not covered for members enrolled in the following programs:

- The BadgerCare Plus Core Plan or the BadgerCare Plus Basic Plan. Core Plan and Basic Plan members may also be enrolled in Family Planning Only Services and may receive transportation to covered family planning services.
- The Wisconsin Well Woman Program.
- Wisconsin Chronic Disease Program.
- Qualified Medicare Beneficiary Only.
- Qualifying Individual 1.
- Qualified disabled working individuals.
- SeniorCare.
- Alien emergency services.
- Specified Low-Income Medicare Beneficiary.

## Modes of Non-emergency Medical Transportation

Members are eligible for NEMT services 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. Providers should note that a “ride” can also mean public transportation.

Three types of NEMT services are covered for members who do not have any other means of transportation going to and from services that are covered by the program in which they are enrolled. Modes of NEMT include:

- Common carrier transportation.
- Specialized medical vehicle transportation.
- Non-emergency ambulance transportation.

Refer to the Online Handbook service areas of NEMT, SMV, and ambulance for complete transportation policy.

## Provider Training Information

During the summer of 2012, LogistiCare and ForwardHealth will be conducting orientation training sessions for providers

and other interested parties on the NEMT system. There will be both in-person training and Webinar trainings. Refer to Attachment 3 for specific dates and times for in-person training. There is not a fee to attend in-person trainings.

Providers and other interested parties who are interested in Webinar trainings should e-mail Sarah Fraley at [Sarah.Fraley@wisconsin.gov](mailto:Sarah.Fraley@wisconsin.gov) for a list of dates and time for Webinar trainings.

Providers and other interested parties may also contact Sarah Fraley to schedule individual, on-site trainings with LogistiCare.

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/).

P-1250

**ATTACHMENT 1**  
***ForwardHealth Member Update* for**  
**Non-Emergency Medical Transportation Services**

(A copy of the *ForwardHealth Member Update* for Non-emergency Medical Transportation Services is 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 ntauv no kom koj totaub, hu rau 1-800-362-3002 (V/TTY).

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

**Affected Programs:** BadgerCare Plus, Medicaid

**To:** Members

## Your Non-emergency Medical Transportation Is Now Available Only Through LogistiCare

As of September 1, 2012, you will need to call LogistiCare for all non-emergency medical transportation (rides) to covered appointments if you have no other way to get a ride. Non-emergency rides are rides to a covered service by common carrier, such as public transportation or specialized medical vehicles.

As of August 17, 2012, you must call LogistiCare to schedule rides to appointments on and after September 1, 2012. You will no longer be able to schedule rides through your current transportation provider.

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

This does not affect emergency ambulance services. You should call 911 if you have an emergency.

If you have no other way to get a ride, members can get a ride through LogistiCare to services covered by the program you are enrolled in such as Wisconsin Medicaid or BadgerCare Plus. If neighbors, friends, relatives, or voluntary

organizations can give you a ride to your appointment, you are not eligible for a ride through LogistiCare.

### Who Should Call LogistiCare to Arrange a Ride?

The information in this *ForwardHealth Member Update* applies to most members who meet the following items:

- Is enrolled in one of the following programs:
  - ✓ Wisconsin Medicaid.
  - ✓ The BadgerCare Plus Standard Plan.
  - ✓ The BadgerCare Plus Benchmark Plan.
- Is enrolled in an HMO.
- Lives in one of the following counties:
  - ✓ Milwaukee.
  - ✓ Waukesha.
  - ✓ Washington.
  - ✓ Ozaukee.
  - ✓ Kenosha.
  - ✓ Racine.

This notice does not apply to the following members and you can receive rides as you do now:

- Members who live in a nursing home.
- Members enrolled in Family Care, Family Care Partnership, or Program of All-Inclusive Care for the Elderly (PACE).

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.

## How Do I Schedule a Ride?

Call LogistiCare at 1-866-907-1493 (or TTY 1-866-288-3133). LogistiCare is open between 7:00 a.m. and 6:00 p.m. Monday through Friday.

You will need to call at least two days before a routine appointment to schedule a ride. If you do not call two days before an appointment, you may have to reschedule your appointment.

If you have an urgent appointment and cannot wait two days to go to an appointment, a ride may be scheduled within three hours.

If you have regularly scheduled appointments three or more times a week, talk with your doctor. Your doctor can work with LogistiCare to schedule your regularly reoccurring rides.

## What Information Do I Need to Have When I Call for a Ride?

You should have the following information when you call LogistiCare to request a ride:

- Your name, street address, and telephone number.

- Your ForwardHealth member identification number. (This is the 10-digit number listed on your ForwardHealth identification card.)
- The street address and the telephone number where you want to be picked up.
- The name, telephone number, address, and ZIP code of the doctor or other health care provider with whom you have the appointment.
- The date and time of your appointment.
- Any special transportation needs.
- General reason for the appointment (doctor's visit, check-up, eye appointment, etc.).

If you do not have all of this information when you call, you may not be able to schedule your ride and will have to call LogistiCare back.

At the end of the call, LogistiCare will give you a confirmation number for your ride and tell you when your ride will pick you up.

The Attachment of this *Update* has the telephone numbers for LogistiCare.

## What Do I Need to Know About My Ride to My Appointment?

On the day of your appointment, you should be ready for your ride at the time LogistiCare told you the ride was coming. If you are more than 10 minutes late, you may miss your ride. If you have been waiting for your ride for more than 15 minutes, you should call LogistiCare's "Where's My Ride" number at 1-866-907-1494 to ask about your ride. You should also call your doctor to let them know you are running late.

You will be asked by the driver to sign a driver log for the trip. Do not sign the driver log for the trip home at this time.

## What Do I Need to Know About My Ride from My Appointment?

After your appointment, your ride should arrive within 15 minutes. If you are not sure when your appointment will be

over, you can call LogistiCare after the appointment is over, and a ride will come to pick you up within one hour.

If you have been waiting for longer than one hour, you should call LogistiCare's "Where's My Ride" number at 1-866-907-1494 to ask about your ride.

You will be asked by the driver to sign a driver log for your trip home.

### **Do I Have a Copayment for Rides?**

If your ride is by specialized medical vehicle, you will have a \$1.00 copayment, unless you are exempt from copayments. You should not pay for anything else for the ride, such as a tip or gas money.

### **What If Someone Else Needs to Come Along?**

No one besides a medically required attendant or a parent accompanying a minor child is allowed to go along on the ride to an appointment. You can also decide to 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 a 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. Car seats are required 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 who need them, LogistiCare will deny your ride.

### **Can I, or My Relative, Get Paid to Drive to an Appointment?**

In the past, members may have been paid for driving themselves to a covered medical appointment. In other

cases, friends or family may have been paid for giving rides to members going to a covered medical appointment.

On July 1, 2011, the Department of Health Services has required LogistiCare to follow federal and state law and only pay members for rides after all other options for free transportation such as family and friends have been exhausted.

If members drive themselves or makes arrangements through LogistiCare to be driven by a friend, neighbor, or even by a staff member of the medical facility, neither the driver nor the vehicle is required to meet LogistiCare compliance standards.

### **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 non-emergency medical transportation 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.

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

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.

## **What if I Have a Complaint?**

Complaints can be made by you to LogistiCare at any time. Complaints may be about such things as having a difficulty getting a ride, long waiting times, or rude drivers.

You can call LogistiCare at 1-866-907-1494 or write to LogistiCare at the following address with your complaints:

LogistiCare Solutions, LLC  
2335 City View Dr  
Ste 200  
Madison WI 53718

LogistiCare will get back to you with an initial response in 10 business days. A final response will be sent to you in writing within 30 business days of receiving a complaint.

## **What if I Was Denied a Ride?**

You have the right to appeal denials of rides by LogistiCare. Following the completion of LogistiCare's complaint process, all members have a right to appeal any decision made by LogistiCare directly to ForwardHealth.

ForwardHealth will review the complaint and grievance information and send you a decision in writing. **Decisions not involving benefit denials will be final and will end the appeals process. A member who is denied a transportation benefit may appeal to the Wisconsin Department of Administration, Division of Hearing and Appeals, for a fair hearing.**



# 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"> <li>• The reservation number that members, their families or care givers, or medical providers call to schedule a ride.</li> <li>• Hours are Monday-Friday 7:00 a.m. to 6:00 p.m.</li> <li>• All rides, except for hospital discharges and urgent trips, must be scheduled two business days in advance.</li> </ul>
"Where's My Ride" telephone number	(866) 907-1494	Call this number if your ride is late picking you up or dropping you off.

## 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.
Reservation line for deaf and hearing impaired (TTY)	(866) 288-3133	The reservation number that members, their families/care givers, and medical providers call if they are deaf or hearing impaired.
Standing order telephone line (exclusively for medical providers)	(866) 907-1497	The number reserved exclusively for medical providers to use to call regarding a standing order or to request an urgent trip for the member.
"Where's My Ride" telephone number	(866) 907-1494	The number reserved for members, family members/care givers, or providers to call regarding a transportation service issue. For example, if transportation is late dropping off or picking up a member.
Fax number for LogistiCare	(877) 352-5629	Fax number for case managers, social workers, or medical providers to fax a standing order request and/or a Certificate of Need for Specialized Medical Vehicle Transportation form, F-1197 (06/09).
Operations Center	(866) 907-5194	The main telephone number for the operations center located in Madison, Wisconsin.

# ATTACHMENT 3

## Provider Training Information

LogistiCare and ForwardHealth will be conducting orientation training sessions for providers and other interested parties on the non-emergency medical transportation system on the following dates listed in the table below.

Location	Date and Time
Country Springs Hotel 2810 Golf Rd <b>Pewaukee</b> WI 53072 (262) 547-0201	<b>July 25, 2012</b> 2:00 p.m. to 4:00 p.m.
Children's Health Education Center 1533 N River Center Dr <b>Milwaukee</b> WI 53212 (414) 765-9355	<b>July 26, 2012</b> 2:00 p.m. to 4:00 p.m.
Gateway Technical College 2320 Renaissance Blvd <b>Sturtevant</b> WI 53177 (262) 898-7514	<b>August 1, 2012</b> 2:00 p.m. to 4:00 p.m.