

**GENERAL INFORMATION AND GUIDELINES – READ CAREFULLY**

**Non-Emergency Medicaid Transportation**

The following guidelines are provided for beneficiaries of Buncombe County Medicaid Transportation Services. The transportation services are to be used for medical needs only. These services are provided through the Land of Sky Transportation Resource Center (TRC).

**Asheville Redefines Transit (formerly Asheville Transit Authority):** Bus tickets will be provided for beneficiaries living on a bus route. Beneficiaries must be physically able and mentally capable of being transported by bus. ART recipients are issued bus tickets by calling the Land of Sky TRC worker. Beneficiaries are required to call the worker prior to their medical appointments. The tickets may be picked up at Asheville Redefines Transit at 49 Coxe Ave, Asheville, NC 28801.

**Vendor Transports:** Beneficiaries must request vendor services through Land of Sky TRC **three business days for in-county trips and five business days for out-of-county trips prior to their appointment and no later than 3:00 pm.** Beneficiaries are **not** allowed to schedule their own rides with the vendors. The vendors are only allowed to pick up the riders and deliver them to the pre-arranged destination. There will be **no exceptions.** Drivers are not allowed to wait for beneficiaries at any drop-off location; Medicaid Transportation will not pay wait time. The beneficiary or attending physician's office will call the dispatcher when the beneficiary is ready for pickup. **The beneficiary is responsible for getting a DMA-5118 – MEDICAID TRANSPORTATION VERIFICATION OF RECEIPT OF MEDICAID COVERED SERVICE form completed and signed by the provider and returned to the vendor.** If the beneficiary contacts the TRC transportation worker for vendor services, the vendor arrives at the beneficiary's residence and for **ANY REASON** the beneficiary does not ride, is not ready, or fails to use the vendor services, the beneficiary is responsible. This will be turned into Land of Sky TRC as a "No Show." If beneficiaries have a "No Show," the TRC transportation worker will send a letter counseling and reminding the beneficiaries of their responsibility to cancel any trips they are not going to take. If beneficiaries have a second "No Show," the TRC transportation worker will send a final notice counseling and reminding the beneficiaries of their responsibility to cancel any trips they are not going to take. If another "No Show" happens, beneficiaries will be suspended from Medicaid Transportation for 30 days. Please note: Critical needs beneficiaries, such as those receiving dialysis or chemotherapy, will not be denied transportation to critical services.

While being transported, beneficiaries are expected to use appropriate behavior and language and are subject to the conduct policies of the transportation vendors. Violation of such conduct policies may result in suspension of transportation services in accordance with the vendor's policy.

**After Hour Services:** This will be provided for beneficiaries who have a urgent situation arise after office hours (8:00am - 5:00pm). This service will not provide transportation to any emergency room or urgent care center. If this is the need, the beneficiary should call 911 and arrange for ambulance services.

**Use of Personal Vehicle:** Beneficiaries will receive mileage and related travel expense reimbursements based on one half of the Federal Reimbursement rate. At this time the one half of the Federal Reimbursement rate is 0.2675 cents per mile. Beneficiaries are responsible for submitting itemized bills/receipts for all related and allowable expenses. Beneficiaries are responsible for providing verifications of Doctor and Pharmacy visits for each date of service (DMA-5118's). **\*The mileage log and verifications/5118s must be submitted on a monthly basis, the first day of the following month (example: log, verifications/5118s, and Reimbursement Authorization form for January needs to be submitted on February 1<sup>st</sup>).**

For all modes of transportation: Beneficiaries under 18 years of age (unless emancipated) must be accompanied by an attendant or guardian.

**Land of Sky TRC views the following days as holidays and will be closed, so please consider this whenever scheduling trips: 01/02/2017, 01/16/2017, 04/14/2017, 05/29/2017, 07/04/2017, 09/04/2017, 11/10/2017, 11/23/2017, 11/24/2017, 12/25/2017, and 12/26/2017.**

To schedule appointments please call 828-552-5486 plus extension of NEMT case worker by client's last name:

<u>FIRST LETTER OF LAST NAME</u>	<u>EXTENSION</u>
A – CL	1
CM – HA	2
HB - MA	3
MB - RA	4
RB-WG	5
WH - Z	6
SPANISH CALLERS	8

Fax: 828-552-4234

**PLEASE NOTE: THESE GUIDELINES AND CHANGES ARE EFFECTIVE IMMEDIATELY AND REPLACE ANY OTHER INFORMATION YOU MAY HAVE PREVIOUSLY RECEIVED.**