

# Frequently Asked Questions

## Non-Medical Transportation Guidance for Behavioral Health Home- and Community-Based Services (BH-HCBS)

### What is Non-Medical Transportation (NMT)?

NMT is a Medicaid Fee-for-Service (FFS) benefit for trips to BH-HCBS destinations (i.e., BH-HCBS provider sites) and non-BH-HCBS destinations that are tied to a Health and Recovery Plan (HARP) member's goals listed in the Plan of Care (POC). NMT is separate from Medicaid-covered medical appointments.

### Who is eligible for NMT?

NMT is available to HARP enrollees who have been deemed BH-HCBS eligible after a health home care manager (HHCM) completes a BH-HCBS Eligibility Assessment with the member. Members do not need to access BH-HCBS in order to use NMT; members just need to be deemed eligible to receive BH-HCBS and have their transportation tied to goals documented in their Level of Service Determination (LOSD) or POC.

### Who are the transportation managers?

NYC HARP Members	Long Island HARP Members
Medical Answering Services	LogistiCare
Contact: Sierra Floyd Sfloyd@medanswering.com	Contact: Eliana Cervantes Eliana.cervantes@logisticare.com

### How does a member receive NMT?

Requests for NMT are authorized via the transfer of the NYS Transportation Grid ("The Grid") between the HHCM, Healthfirst, and the transportation manager. The HHCM, with the member, completes Section 1 of "The Grid," Trip Details, and any additional forms, and sends to Healthfirst. Healthfirst completes Section 2 of "The Grid," then forwards "The Grid" and Trip Details to the transportation manager, which serves as Healthfirst approval. Once the transportation manager accepts "The Grid," the member is to contact the transportation manager to arrange future trips.

Transportation Grids can be faxed to Healthfirst BH-HCBS at **1-646-313-4612**.

### Does the member need to submit a separate "Trip Details" form?

No. Trip details, such as exact location and time of service, are communicated by the member to the transportation manager in a phone call once "The Grid" is approved.

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## Elements of the NYS Transportation Grid

- Participant information
- BH-HCBS provider information
- Non-Medical Transportation service requested
- Goal from the plan of care
- Specific activity/support/task
- Type of transportation service needed
- Trip destination/location
- Start date/end date
- Frequency

If the provider of services and specific date of service are unknown, the HHCM should still submit "The Grid" to Healthfirst. Once "The Grid" is approved, the member will communicate these missing details to the transportation manager via a phone call.

### When should a NMT request be submitted?

The initial grid should be submitted to the manager, by Healthfirst, at least 72 hours ahead of the effective date. Once "The Grid" is approved, it is the member's responsibility to reserve NMT 72 hours in advance of the requested date.

### What does Healthfirst review in an NMT request?

The mode of the request must be medically appropriate, and the destination must be either a BH-HCBS provider or a location directly tied to a goal in the POC. The request must have a set start and end date and indicate the frequency of travel. NMT is intended to increase access to new services, rather than to continue existing services.

### What are examples of appropriate non-BH-HCBS destinations?

The State offers wide latitude in what trips constitute non-BH-HCBS destinations. ***As a general rule, if the destination is tied to an approved and documented goal, it is appropriate to approve NMT.*** See appropriate examples in the following chart.

Goal in Plan of Care	Non-Medical Location to Which Transportation May Be Requested
Obtain employment	Job interview
Go back to school	College fair
Lose weight	Attend a wellness seminar
Get involved in the arts	Attend a play
Improve personal hygiene	Go to a barber/beauty shop for a haircut
Be more physically active	Attend a dance class
Obtain high school equivalency certification	Attend a workshop to prepare for the GED test

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## What is not an appropriate use of NMT?

- **NOT** to be used for members living in DOH, OMH, OASAS, or NYCD OHMH residential settings.
- **NOT** for members who receive transportation as part of their residential benefit.
- **NOT** intended to replace services provided by ACCES-VR or any other existing manager.
- **NOT** to be used for trips to a job. Trips to a job fair or any of the employment-related HCBS services are allowed, but trips to the job itself are not allowed.
- **NOT** to be used for trips to Medicaid-covered medical appointments. For instance, trips to a member's PCP or specialist are considered Medicaid-covered trips and not NMT.
- **NOT** for court appearances.
- **NOT** for provider staff transportation.

## Is public transportation a valid form of NMT?

Yes, public transportation is NMT. If the only NMT mode requested is public transportation, a grid does not need to be submitted, but it should be indicated in the POC.

In NYC, public transportation vouchers (Metrocards) are distributed to members by service providers (e.g., CMAs or BH-HCBS providers) registered in the PTAR system. Outside of NYC, the transportation manager distributes bus passes or other transportation cards to members.

## Do NMT costs deduct from the Tier 1 or Tier 2 benefit?

No. NMT has a separate annual benefit allotment of \$2,000 for destinations tied to goals in the POC. Trips made using public transportation (regardless of the destination) and trips to BH-HCBS appointments are not subject to any financial cap.

HHCMs can contact the transportation manager to inquire about member utilization of NMT.

## Additional Benefit Guidelines:

- Trips for routine transportation, such as to school, are allowed if tied to an approved goal in the LOSD or POC. For instance, if a member's goal is to attain a GED, trips to a recurrent GED course are allowed. The time frame and frequency to achieve a specific goal cannot be open-ended, but has to be defined.
- Members living in OMH Scattered Site and Apartment Treatment settings are eligible for NMT as long they have been assessed eligible to receive BH-HCBS. Members living in all other OMH settings are ineligible for NMT.
- In order to submit a NMT request, the member must have at least a completed LOSD.

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## Supplemental NMT Forms

Additional documents are required for the following types of NMT requests:

Scenarios	MAS Documents	LogistiCare Documents
Personal Vehicle Mileage Reimbursement	Physician Attestation Form	Provider Appointment Log Mileage Reimbursement Form
Mode beyond public transportation	2015 Medical Justification Form	2015 Medical Justification Form
Trip outside Common Medical Marketing Area	NYS Request for Transportation Outside the Common Medical Marketing Area	NYS Request for Transportation Outside the Common Medical Marketing Area

### 2015 Medical Justification Form

The mode of NMT requested must be medically appropriate. Medical justification is documented in the NYS Form-2015, which must be signed by a “physician” or other approved medical professional (nurse practitioner, physician assistant, LMSW). In NYC, 2015s are needed for all transportation assigned at a mode higher than public transportation (e.g., livery, ambulette). The signing provider submits the 2015 form directly to the transportation manager. A single 2015 form is sufficient justification for all trips requested until the 2015 form expires. A 2015 form should be updated when the member requests a change in mode of transportation.

**Note:** “The Grid” has a checkbox to indicate whether the member has a 2015 form on file. The HHCM should contact the transportation manager to verify that the member already has a 2015 form on file.

### Mileage Reimbursement Provider Attestation Form

Member can request mileage reimbursement if they drive themselves to either a BH-HCBS provider or to a non-BH-HCBS destination. Friends, family members, or volunteers who drive a HARP member to a BH-HCBS provider can also apply for mileage reimbursement as long as they are designated in the POC. This reimbursement is distinct from provider staff reimbursement. The provider of services must sign a mileage attestation form, which should be faxed to the transportation manager for reimbursement. Vouchers for personal vehicle mileage reimbursement must be submitted within 90 days of date of service.

Mileage reimbursement is available only to members living outside of NYC. Members residing in NYC can use mileage reimbursement if the destination is outside of the five boroughs.

### Request for Transportation Outside the Common Medical Marketing Area

If a member requires services not available within the Common Medical Marketing Area, the referring physician must submit a Request for Transportation Outside Common Medical Marketing Area to Healthfirst.

Additional Forms	
To access “The Grid”	<a href="http://www.emedny.org">www.emedny.org</a> (eMedNY » Provider Manuals » Transportation)
Supplemental Forms - MAS	<a href="http://www.medanswering.com/enrollee/enrollee-forms-resources/">www.medanswering.com/enrollee/enrollee-forms-resources/</a> (MAS » Enrollee » Enrollee Forms and Resources)
Supplemental Forms - Logisticare	<a href="http://www.longislandmedicaidride.net/Enrollees/Downloads">www.longislandmedicaidride.net/Enrollees/Downloads</a> (Logisticare » Enrollees » Downloads)