

# Department of Human Services

## *Office of Long-Term Living*

### Transportation Updates for CHC

February 15, 2018

John Bryer  
*AmeriHealth Corporate*  
*Director, NEMT Services*



Delivering the Next  
**Generation**  
of Health Care

# List of Topics

## SLIDE #

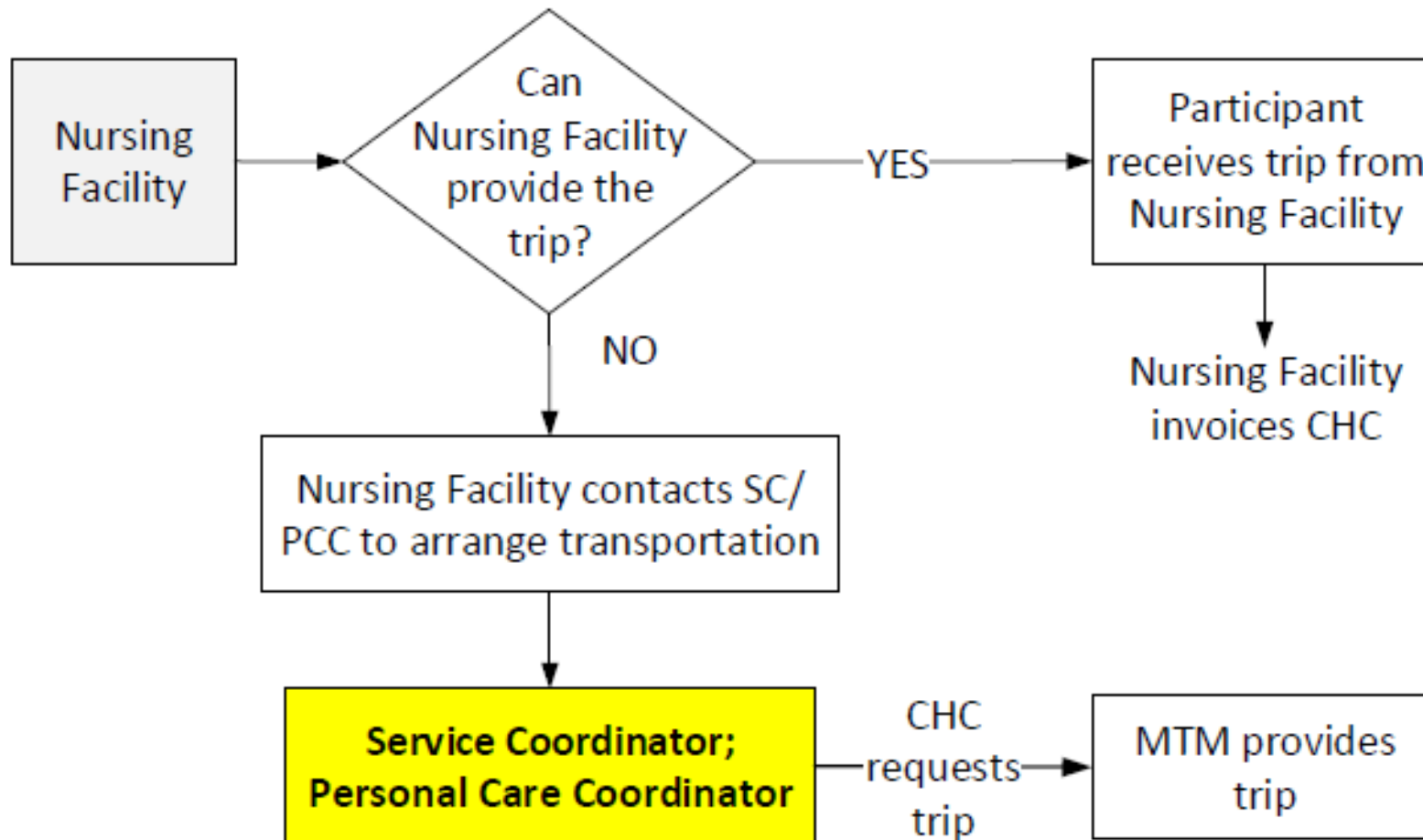
## TOPIC

---

- 3) Nursing Facility Care Eligible – Living in Nursing Facility
- 4) Nursing Facility Care Eligible – *Home & Community Based Services* Waiver – Living in Community
- 5) Nursing Facility Ineligible – Community Well Dual Aligned
- 6) Nursing Facility Ineligible Dual Non-Aligned
- 7) MTM Transportation Provider Network
- 8) MTM Pennsylvania Provider List: Cab and Paralift
- 9) MTM Pennsylvania Provider List: Ambulances
- 10) Additional Passengers
- 11) Public Transit
- 12) Mileage Reimbursement
- 12) Transportation of Participants with Cognitive Challenges
- 13) Transportation Performance Problems

# NFCE\* – Living in Nursing Facility (Non-emergency Medical and Non-Medical trips)

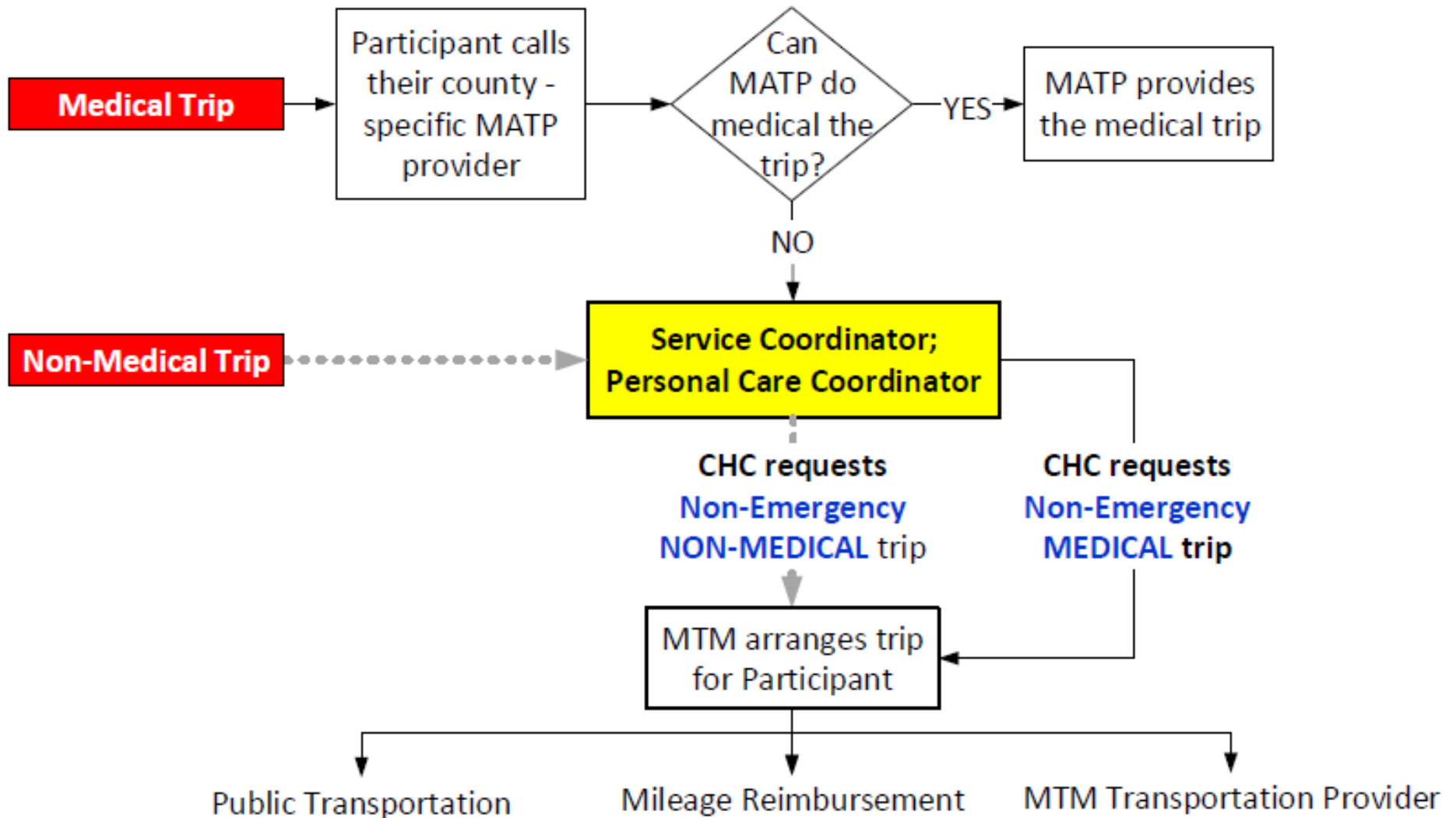
*\*NFCE = Nursing Facility  
Care Eligible*



# NFCE\* – HCBS\*\* Waiver Living in Community

## (Non-emergency Medical and Non-Medical trips)

\* NFCE = Nursing Facility Care Eligible  
\*\*HCBS = Home & Community Based Services

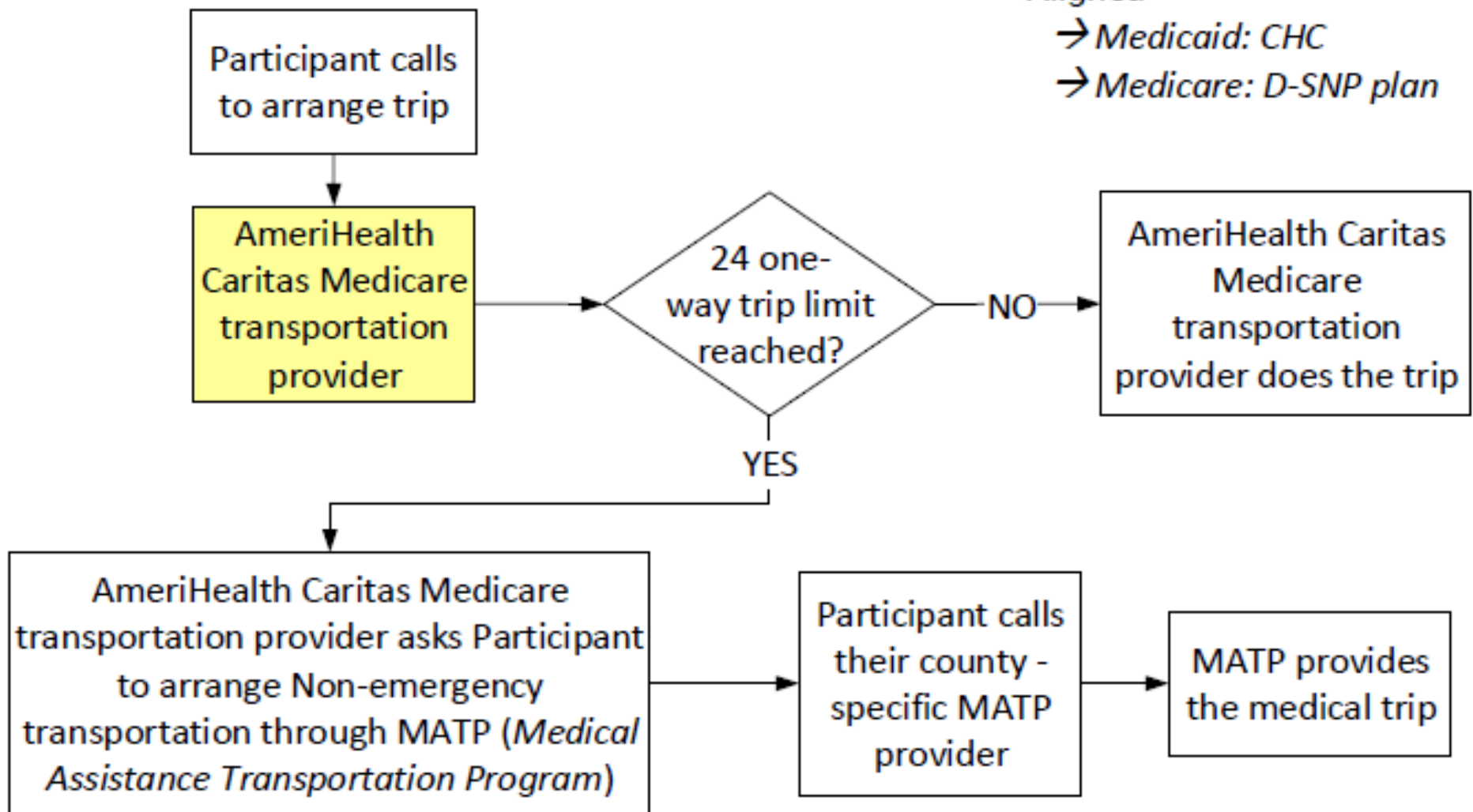


# Nursing Facility Ineligible Community Well Dual Aligned\*

\*Aligned =

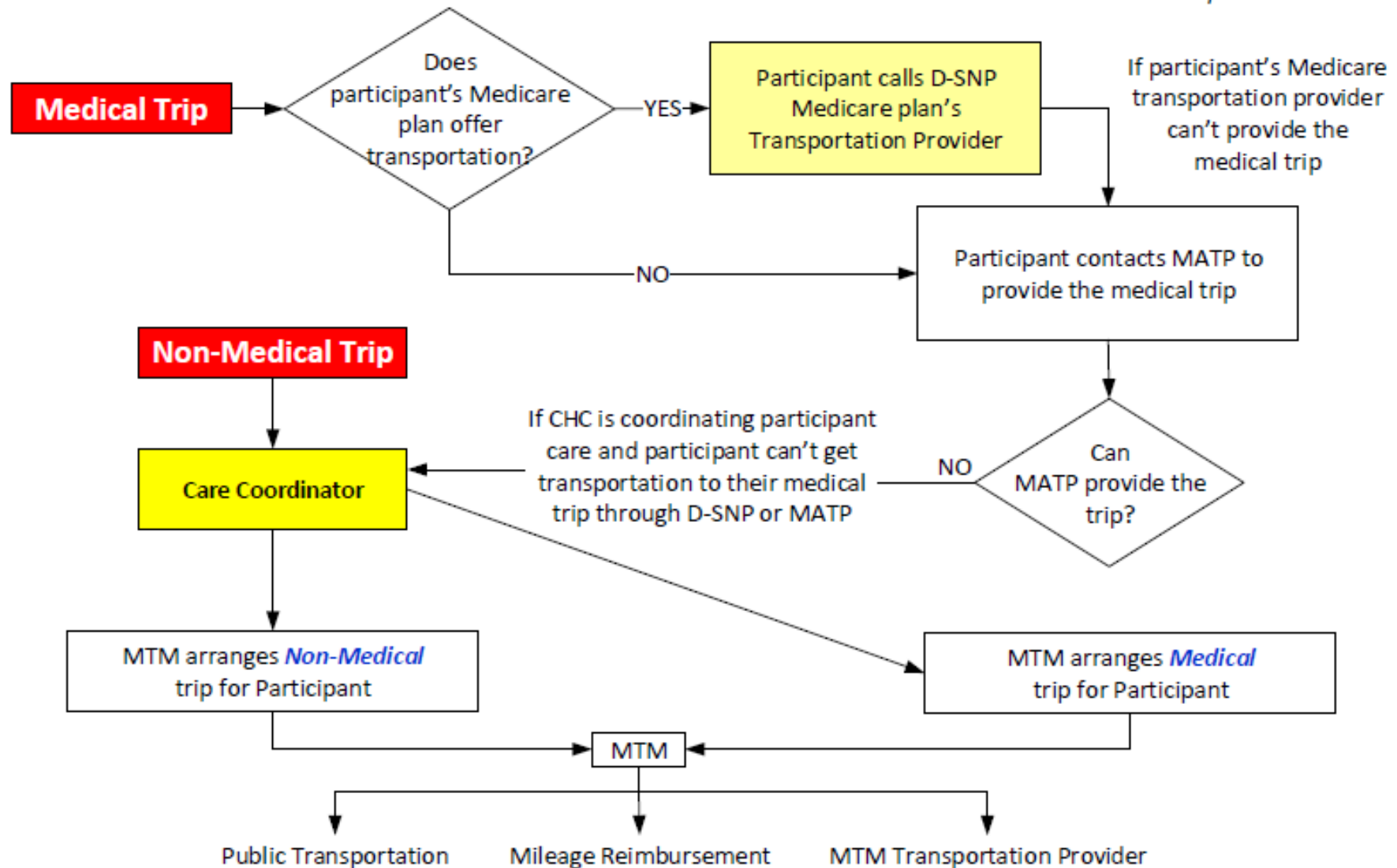
→ Medicaid: CHC

→ Medicare: D-SNP plan



# Nursing Facility Ineligible Dual Non-Aligned

\* Non-Aligned =  
 → Medicaid: CHC  
 → Medicare: Non-AmeriHealth plan



## **Transportation Providers Used by MTM**

- MTM uses only fully credentialed transportation providers
- MTM does not use Uber or Lyft to transport participants and only uses taxis only if they are fully credentialed.
- Transportation providers that anyone would like to be in the network should be brought to the attention of MTM:

- Sedan and Paralift:

[www.mtm-inc.net/healthcare/nemt/join-our-network/transportation-provider-application](http://www.mtm-inc.net/healthcare/nemt/join-our-network/transportation-provider-application)

- Ambulance:

[www.mtm-inc.net/healthcare/ambulance/ambulance-provider-questionnaire](http://www.mtm-inc.net/healthcare/ambulance/ambulance-provider-questionnaire)

# MTM's Pennsylvania Provider List: Cab and Paralift Providers



Provider	County
Allegheny Coach Inc.	Allegheny
AMR-PA	Philadelphia
ANR Transport	Butler
Bel Med Ambulance	Bucks
Butler Ambulance Service Co	Butler
Butler Ambulance Service Co WC	Butler
Byers Taxi	Westmoreland
Capital City	Dauphin
Carter Transportation Group In	Allegheny
Citizen Care WC Only	Philadelphia
Classy Cab	Butler
Discount Cab Service Zone 1	Berks
Discount Cab Service Zone 2	Lancaster
Discount Cab Service Zone 3	Berks
Discount Cab Service Zone 4	Philadelphia
Emergycare Inc.	Erie
Health Care Transportation Ser	Philadelphia
Health Ride Plus, Inc.	Cambria
Healthfleet Ambulance	Montgomery
JB Taxi	Beaver
LLG Transportation LLC	Montgomery

Provider	County
Med-Van	Cambria
Med-Van (Ambulance)	Cambria
Olive Branch Transportation	Montgomery
RC Jones Transportation LLC	Allegheny
Rhythm Ambulance	Bucks
Romed Ambulance	Philadelphia
Romed Ambulance W/C Only	Philadelphia
Safety First Ambulance	Montgomery
Stat Medical Transport	Delaware
Stat Medical Transport W/C Only	Delaware
Three Rivers Trans (Zone 2)	Greene
Three Rivers Trans (Zone 3)	Lancaster
Three Rivers Trans (Zone 4)	Philadelphia
Three Rivers Trans (Zone 5)	Chester
Three Rivers Trans(Zone 1)	Allegheny
Veterans Cab Co Inc	Westmoreland
Welcome Ambulance - ALS	Bucks
Welcome Ambulance - BLS	Bucks
Welcome Ambulance W/C Trips On	Bucks
Reading Yellow Cab	Berks



# MTM's Pennsylvania Provider List: Ambulances



Provider	County	City
Acute Care Medical Transports	Montgomery	Hatboro
Ameriquest Ambulance	Montgomery	Huntingdon Valley
AMR-PA	Philadelphia	Philadelphia
Bel Med Ambulance	Bucks	Warrington
Bethel Community Ambulance	Berks	Bethel
Butler Ambulance	Butler	Butler
C & S Ambulance Service	Westmoreland	Vandergrift
Citizen Care Ambulance	Philadelphia	Philadelphia
Clarion Medical Ambulance	Montgomery	King of Prussia
Easterncare Medical Services	Bucks	Bensalem
Fayette EMS	Fayette	Connellsville
Ford City Ambulance	Armstrong	Ford City
Grand View Health EMS	Bucks	Sellersville
Health Trans	Philadelphia	Philadelphia
Healthfleet Ambulance	Philadelphia	Philadelphia

Provider	County	City
Keystone Quality Transport	Delaware	Springfield
McGonigle Ambulance	Mercer	Sharon
Med-Van	Cambria	Northern Cambria
Mon Valley EMS	Westmoreland	Monessen
Murrysville Medic One	Westmoreland	Murrysville
Mutual Aid EMS	Westmoreland	Greenburg
Newtown Ambulance	Bucks	Newtown
Noga Ambulance Service Inc.	Lawrence	New Castle
Northeast Community Ambulance	Philadelphia	Philadelphia
Preferred Medical Transport	Montgomery	Colmar
Rhythm Ambulance	Bucks	Bensalem
Romed Ambulance	Philadelphia	Philadelphia
Safety First Ambulance	Philadelphia	Philadelphia
Stat Medical Transport	Delaware	Drexel Hill
Welcome Ambulance	Bucks	Langhorne

## *Additional Passengers*

- Participant and one additional passenger (escort) are allowed
- Escort (parent, legal guardian, care giver or case worker) is allowed for a Participant who is blind, deaf, handicapped, developmentally disabled, or otherwise medically necessary
- MTM shall allow children to accompany their parent on a space available basis, at no additional charge, and must request transport of children at time trip is scheduled
- Participants must provide their own car seats; wheelchairs; DME supplies; O<sub>2</sub> or the Participant will need to reschedule their appointment

# Public Transit

- Pick-up and drop-off sites are within ¼ mile from bus line
- Participants who are disabled, being transported to an Oncology appointment/chemotherapy, or in the last trimester of pregnancy are not required to take public transportation, unless by choice
- MTM will send a card/bus pass that participant can use for mass transit. The card can be reloaded for later trips.
- If there is insufficient time to get the card/pass to the participant MTM will reimburse the participant.
- Participants above the age of 59 are not required to use public transportation, unless by choice
- Participants calling with concerns about traveling on mass transit during inclement weather will be rescheduled as an urgent trip request using the next available transportation mode, if possible.

# Mileage Reimbursement

- Mileage reimbursement rate is \$0.50/mile
- Mileage reimbursement must be requested at the time the trip is set up by the participant, or someone acting on their behalf.
- The reimbursement process is paperless.
  - After the trip MTM verifies the appointment with the medical (or non-medical) provider
  - Once verified, MTM pays the transportation provider based on the trip mileage.

# Transportation of Participants with Cognitive Challenges

- Participants are encouraged to bring an escort
- MTM is in the process of recruiting additional providers with particular sensitivity to these participants

# Transportation Performance Problems

## **REAL TIME**

- Callers dealing real-time performance issues -- like a delayed participant pick-up -- should call the MTM *Ride Assist* line (855-540-7063).
- If caller is not satisfied, they should ask the MTM call representative to speak with an MTM supervisor

## **AFTER THE FACT**

- The best way to address reports of poor MTM performance is for the participant to call CHC Participant Services (855-235-5115) to lodge a complaint
- Participant Services will collect details of the complaint as well as participant's name/ID; date of incident; and the facility name
- Complaints called in to Participant Services will be resolved by CHC's NEMT Delegation Oversight team working with MTM
- The participant in question will receive *acknowledge* and *resolution* letters

Questions?