

# WV BMS

## Medicaid and CHIP

### Non-Emergency Medical Transportation

Amanda Morgan, CPhT  
WV Facility Liaison



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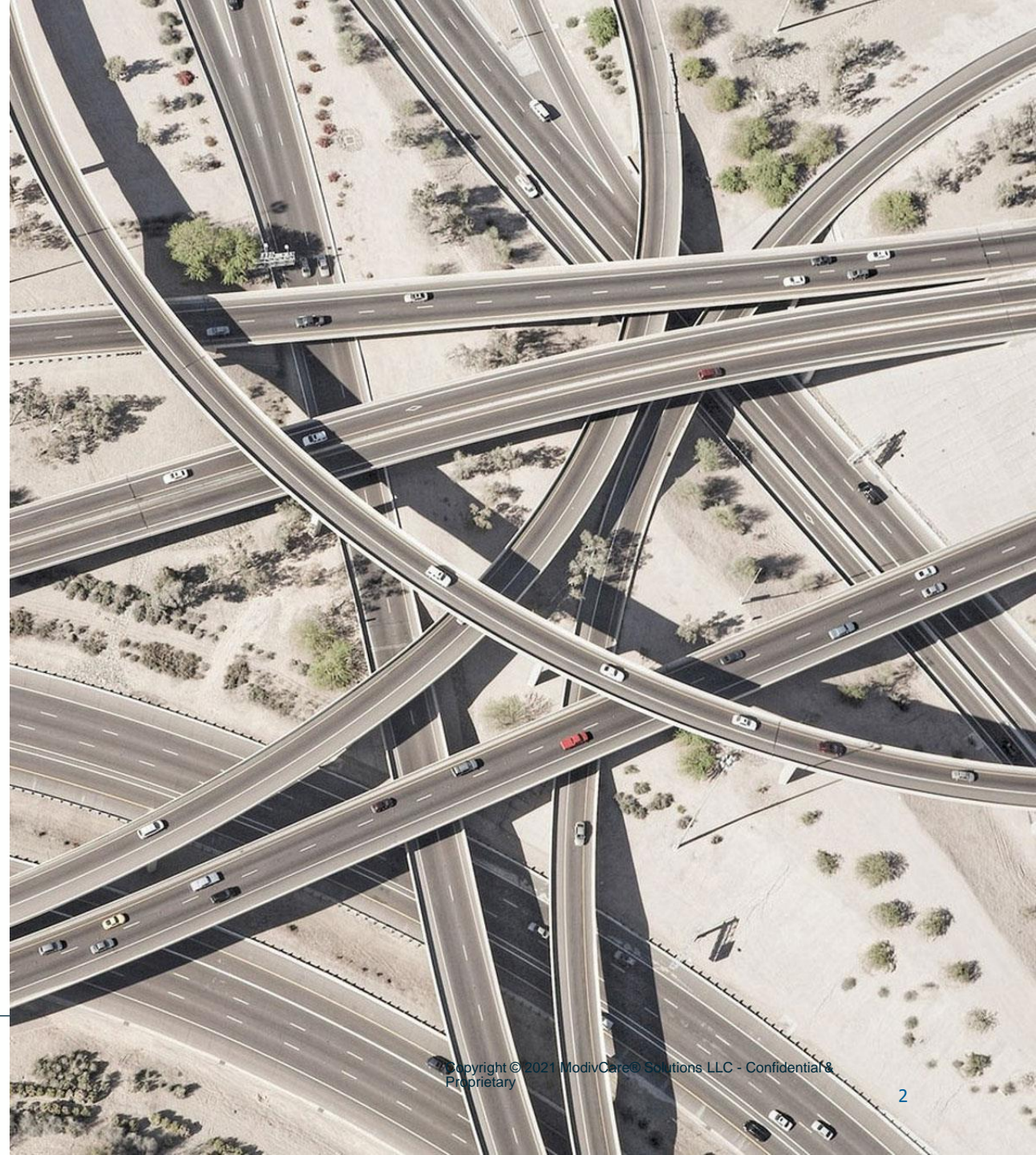
# What Does ModivCare Do?

Coordination of NEMT requests for eligible members

Scheduling and routing NEMT based on medical and mobility needs

Contracts with local transportation providers to provide NEMT

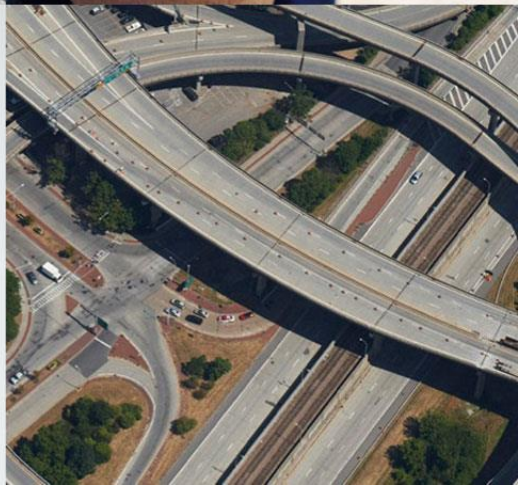
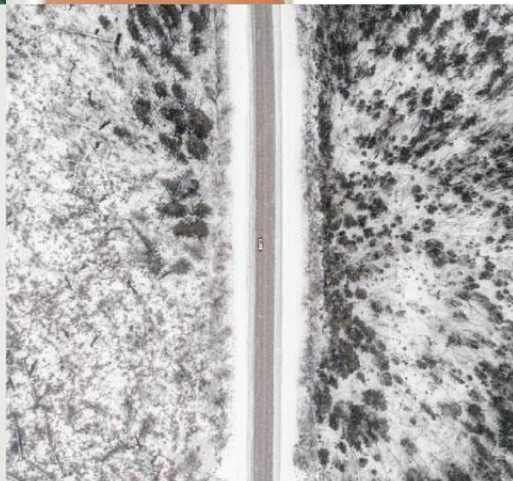
Pays transportation providers for NEMT services provided



# How to Contact ModivCare



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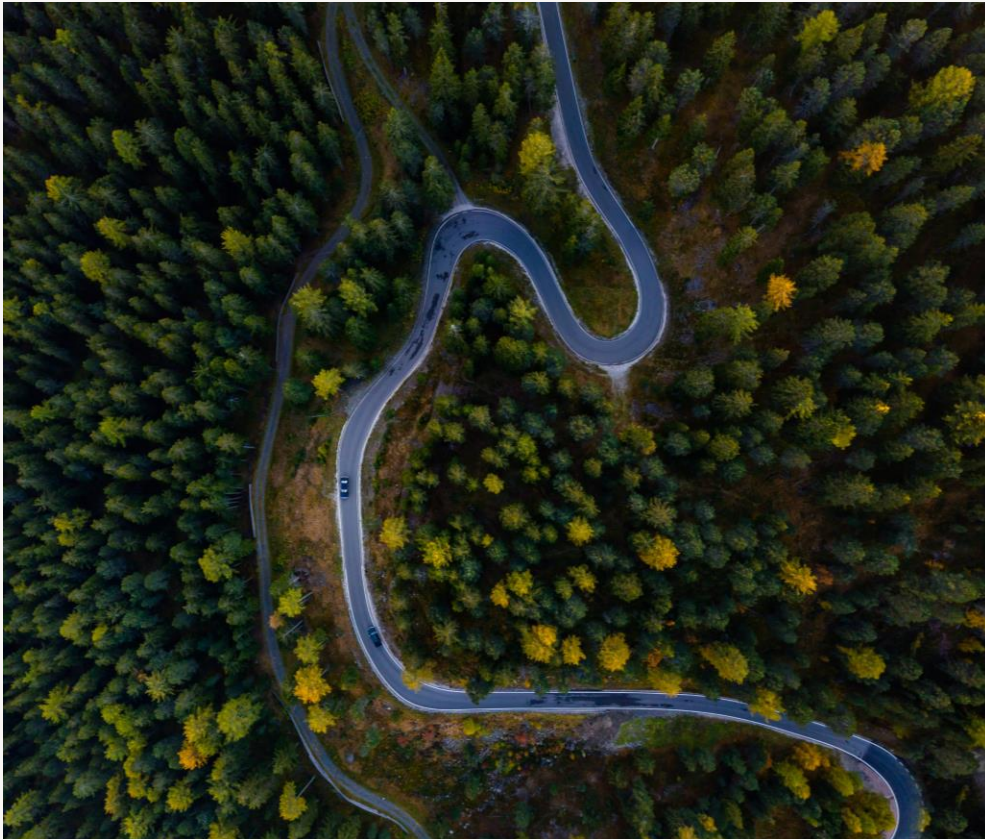
# Routine Reservations

- Call 844-549-8353
- Accepted Monday through Friday, 7 AM to 6 PM Eastern
- Not accepted on national holidays
- Should be made at least 5 business days in advance
- Can be made up to 30 days in advance

# Ride Assist/Where's My Ride

- Available for urgent/same day requests and facility discharges
- Call 844-549-8354
- Available 24/7/365
- Members should never experience a call going to voicemail

# How to Contact ModivCare



- Routine Reservations:  
844-549-8353
- Ride Assist:  
844-549-8354
- Facilities:  
844-889-1941
- Facility Fax:  
844-882-5998
- Hearing/Speech Impaired/TTY:  
844-288-3133

# Who Can Request Transportation?

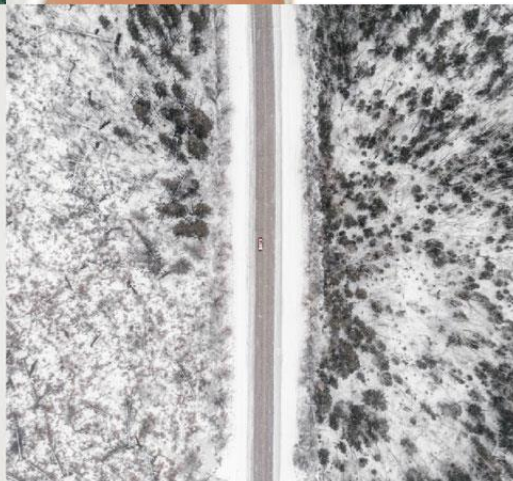
- Adult member 18 or over
- Emancipated minors
- Parent/legal guardian
- Authorized representative of member
- Health plan representative
- Medical provider



# Trip Requests and Requirements



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# Travel, Distance, Trip Limits, and Authorization

- Travel is permitted up to 125 miles one way within the state of WV, and up to 30 miles out of state
- One trip per household per day
- Unlimited trips: no monthly/yearly/lifetime cap on total number of trips



# One-Time Trip Requests

5 business days advance notice required for routine (non-urgent) medical appointments

Reservations can be made up to 30 days in advance

Same-day reservations can be made for urgent trips

- Hospital discharge
- Radiation
- Detox
- Other life-sustaining treatment



# Types of Transportation

- Gas Mileage Reimbursement
- Mass Transit
- Commercial Transportation Companies
- Independent Drivers
- Sole Source Providers

# Levels of Service

- Ambulatory
- Wheelchair

# Mobility Assessment

Callers are asked a series of questions to determine the correct level of service:

- Is the member able to walk safely to and from the vehicle without assistance?
- Does the member use a walker? If so, what kind?
- Does the member use a wheelchair?
  - Can they transfer to a vehicle without assistance?
  - What type of wheelchair?
    - Manual
    - Electric
  - What is the weight of the wheelchair?



# Durable Medical Equipment



Members are required to provide their own:

- Wheelchair
- Walker, cane, and other walking assistive devices
- Child safety seats (car seats)
- Oxygen
- Other durable medical equipment

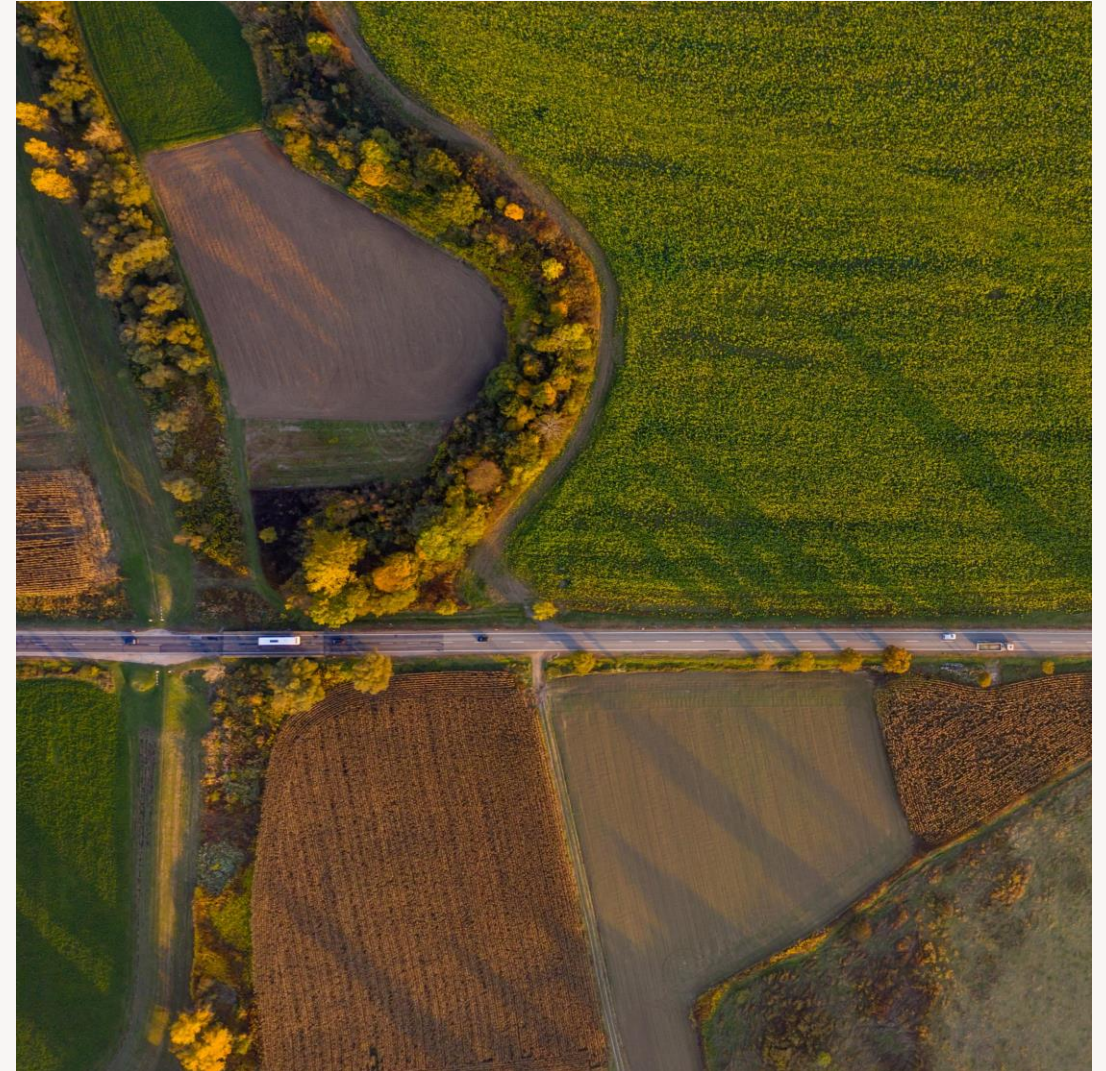
# Additional Passengers



- Member and one additional passenger (escort/guardian/attendant) are allowed
- Must be requested at time of reservation
- One escort is allowed to accompany blind, deaf, intellectually disabled, or minor passengers
- Attendant must be required by medical provider
- No associated expense with transportation of escort
- A legal guardian with multiple children is allowed to ride, but child safety seats must be provided by member

# Return Ride Home

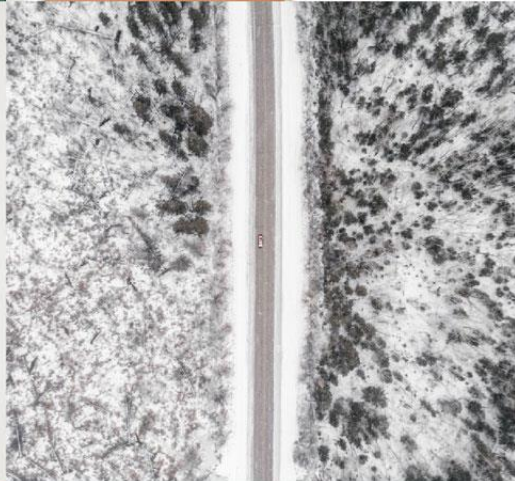
- Schedule a set pickup time for the return home from the medical facility
- Schedule the return home as a “Will Call”
  - The return time is left open until the member calls us to advise they are ready to go home
  - Provider has up to **1 hour** from the time of the call to pick up Member.



# Standing Orders



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# Standing Order Requests

- Available for:
  - Outpatient therapy services
  - Chemotherapy
  - Dialysis
  - Outpatient behavioral health services
- 5 business days notice required for new requests or changes
- Can be booked up to 90 days in advance



# Requesting Standing Order Services

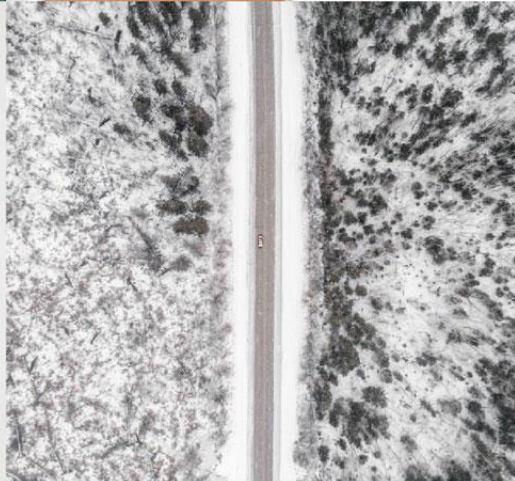
- Must be verified by medical facility
  - Email to [vvexceptions@modivcare.com](mailto:vvexceptions@modivcare.com)
  - Fax to 855-882-5998
  - Request online through TripCare
- Please allow 5 business days for standing order requests or changes to take effect (excluding weekends and holidays)



# Service Concerns



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# Service Concerns and Escalations Process

**ModivCare's Ride Assist Number:  
844-549-8354**

- Resolves issues in real-time whenever possible
- Documents complaints for further research and resolution



# Service Concerns and Escalations Process

If a driver is late, the driver will notify ModivCare to see if member can still be seen at a later time.

Members, providers, and facilities should notify ModivCare if there is a transportation issue with member i.e. late drop off, late pick up, no show, safety issues, etc.

ModivCare needs to be informed if member arrives through other means of transportation, (i.e. family member, public transportation) and still needs the B-leg. (B-leg automatically cancelled if A-leg is not used).

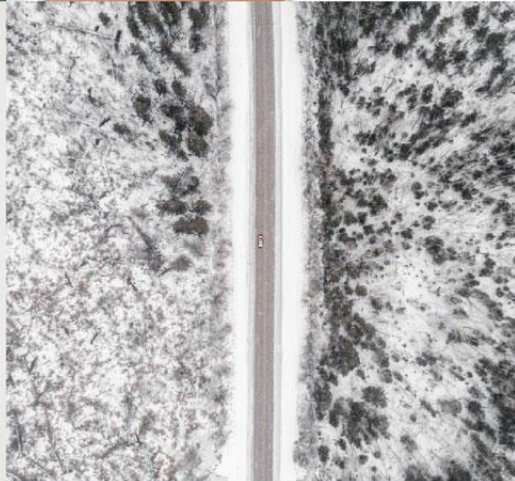
Keep ModivCare up to date on member, i.e. many missed appointments, member not attending facility, etc.

Refrain from contacting transportation provider/driver directly. ModivCare strongly advises members and facility personnel against direct contact with the transportation provider/driver as this will delay ModivCare procedures and diminish the amount of information for us to investigate and assist in identifying/resolving transportation issues.

# Additional ModivCare Departments



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# Exceptions Facility Department

- Assists facilities (i.e. nursing homes, dialysis, etc. with standing orders) in arranging and coordinating their clients'/members' transportation needs via fax or email
- Coordinates and schedules transportation requests for dialysis clients received by fax or email
- Screens requests for appropriate level of care needed and service covered per insurance contracts
- Provides consistent and timely communication with all facilities and members regarding transportation issues
- Provides superior customer service as evidenced by handling all facility-related phone calls
- Maintains and updates addresses, phone numbers, and fax numbers as needed
- Coordinates recertifications and attendance reports in a timely fashion and communicates all information with the health care plan

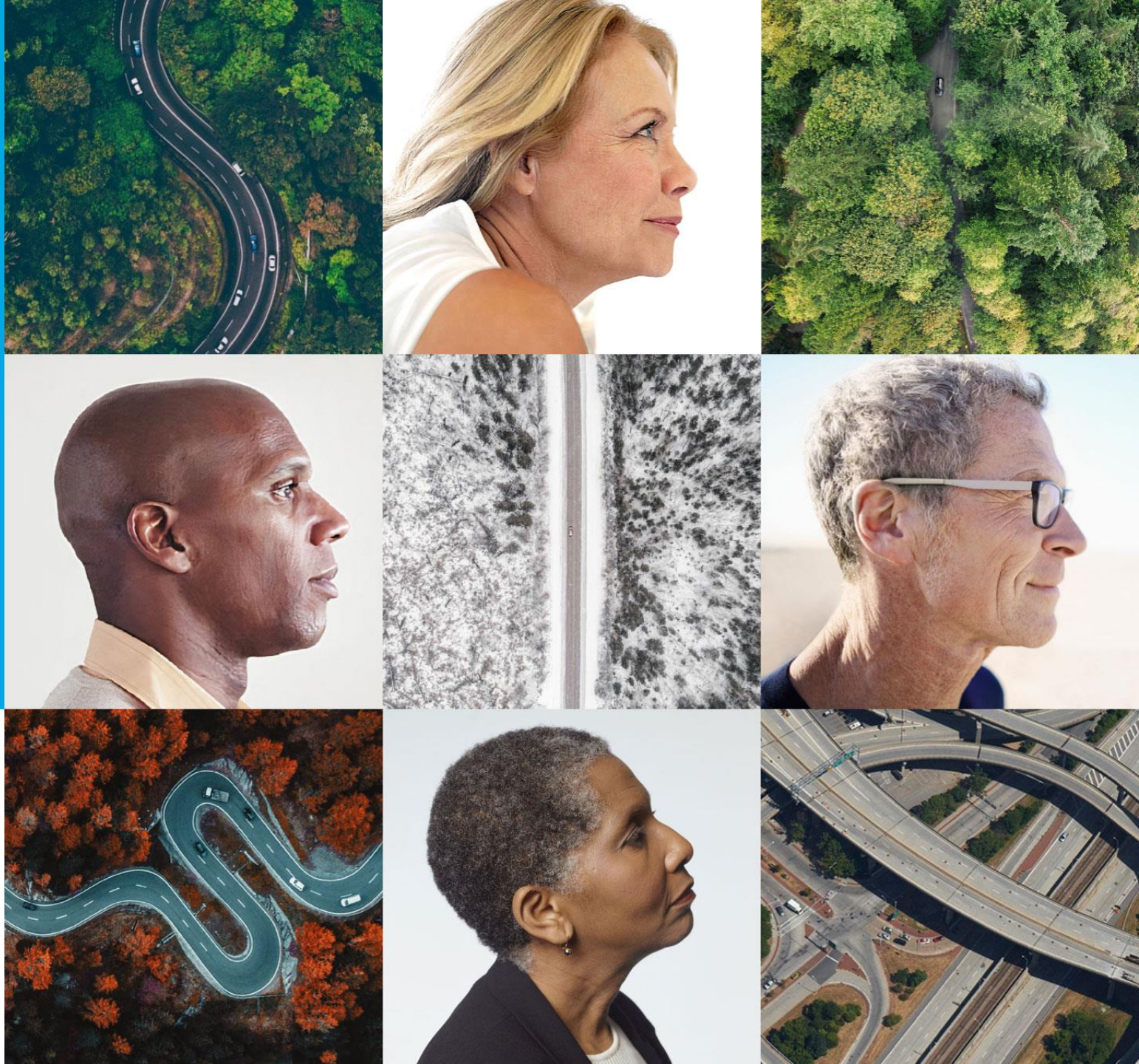
# Facility/Provider Liaison

- Acts as a focal point for issues, questions, or concerns that facilities, providers, and members may have
- Coordinates with the proper company personnel/department to provide timely and accurate answers for the customers
- Assists with complaints/issues and follows up within a reasonable time frame
- Updates facilities and members on ModivCare processes
- Provides facilities with information about available features such as TripCare, as well as assists in solving specific member issues with involved facility staff
- Prompts the Facility Social Worker or responsible parties to obtain complete member addresses and accurately updates ModivCare database
- Provides outreach via in-person meetings, virtual meetings, conference calls as needed or requested by facility

# TripCare



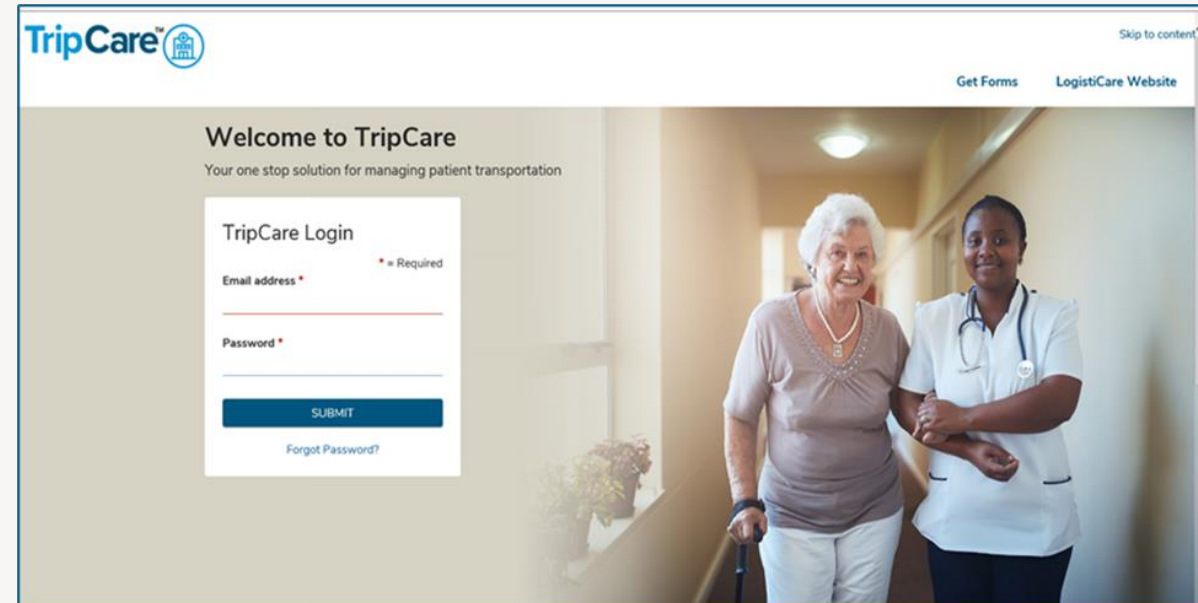
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# TripCare

TripCare is a one stop solution for managing patient transportation. Our website portal offers the following:

- User friendly website
- Manage and enter your patient's transportation needs
- Eliminates the use of calling in for most trips
- Manage and see Trip Requests, Recertifications, Attendance and Reservation Details including transportation provider assignment
- Provides resources such as state by state forms and feedback options



# Open Office Hours

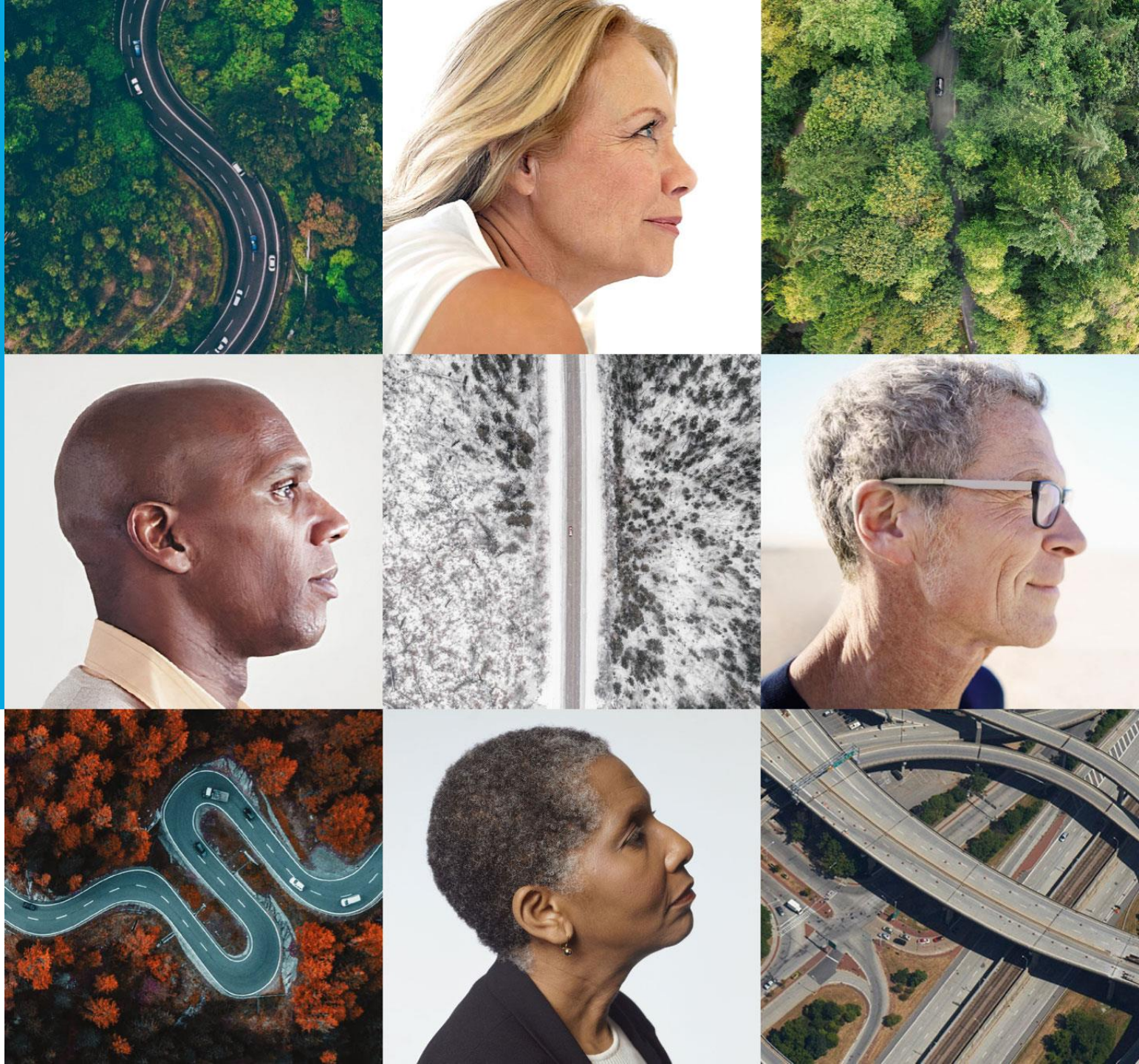


- Open office hours twice a month
  - Second Tuesday at 3:00 PM
    - <https://tinyurl.com/ModvWVTues>
  - Fourth Thursday at 10:00 AM
    - <https://tinyurl.com/ModvWVThurs>
- Open to any medical facilities who have patients who utilize Modivcare
- Contact Amanda Morgan for calendar invite

# Outreach



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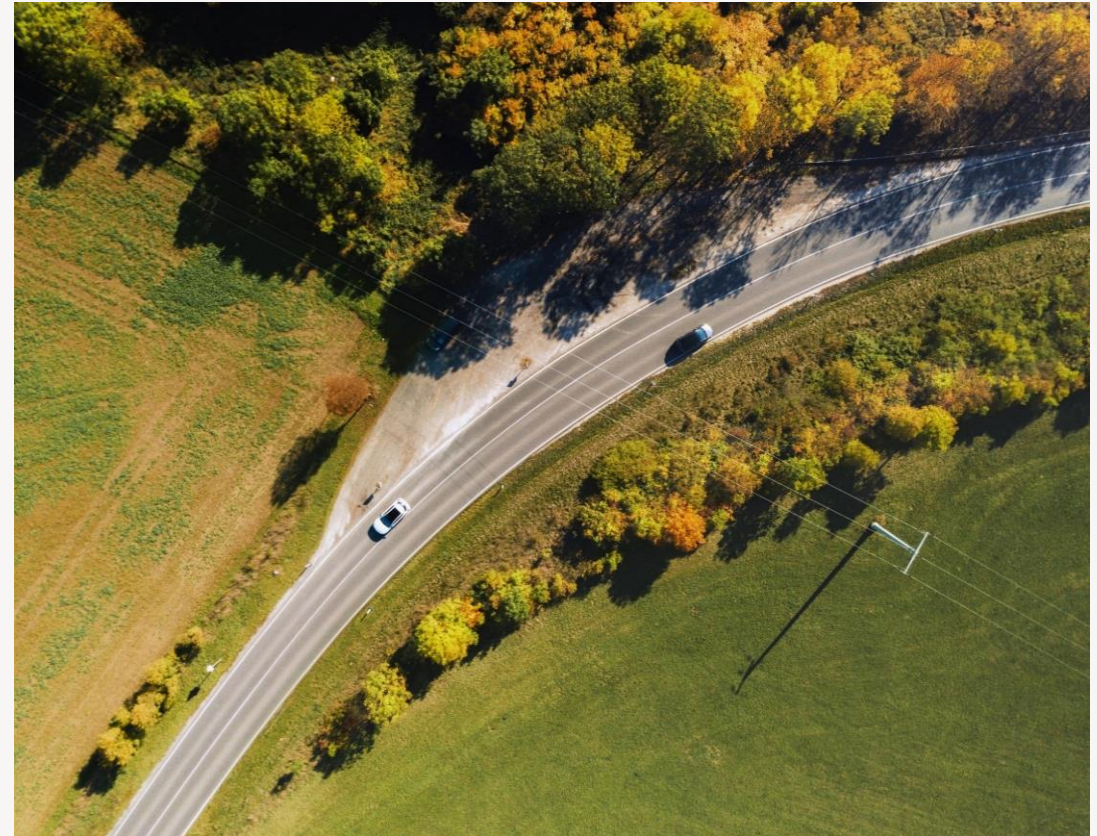


# Outreach

For further inquiries related to outreach, including:

- Standing orders
- TripCare: request access, training etc.
- In-service visits

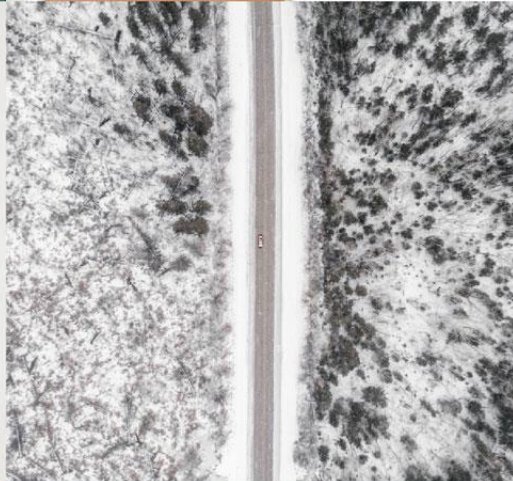
Please contact your Outreach Coordinator or Facility Liaison for further information. (Please see last slide)



# Contact Information



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# Contacts

## Facilities Liaison

Amanda Morgan

amanda.morgan@modivcare.com

## Exceptions/Facilities Manager

Tiara Woods

tiara.woods@modivcare.com

## Provider Relations Manager

Logan Neely

logan.neely@modivcare.com

## Director-Provider Relations

Todd Bacchus

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## Sr. Director-Client Services

Josh McGill

joshua.mcgill@modivcare.com