

Medicaid Managed Care Weekly

Issue 31

<http://jfs.ohio.gov/ohp/bmhc/index.stm>

February 15, 2007

Ohio Medicaid Managed Care: Transportation Benefit

Medicaid assures that consumers can get transportation to their medical appointments, whether a consumer is in a fee-for-service or a managed care delivery system. However, some consumers who are transitioning from fee-for-service to managed care may need assistance in understanding the combination of transportation services that are offered by their Managed Care Plan (MCP) and their local County Department of Job and Family Services (CDJFS).

The Ohio Department of Job and Family Services (ODJFS) requires that MCPs provide medically necessary ambulance (stretcher) or ambulette (wheelchair) transportation to medical appointments. Members who are transitioning from fee-for-service will need to contact their MCP, since the fee-for-service provider they used in the past may not be subcontracted as an MCP ambulance or ambulette transportation provider. ODJFS also requires MCPs to provide transportation whenever the MCP requires a member to travel 30 or more miles to get to their appointment. This requirement applies even when members don't need a wheelchair or stretcher.

If the member is ambulatory (doesn't require ambulance or ambulette transportation) most MCPs offer basic transportation to medical appointments as a benefit that is optional and not

required by ODJFS. Some MCPs also provide transportation to the CDJFS when consumers must make a visit to re-determine their Medicaid eligibility. Because the additional basic transportation is not required by ODJFS, MCPs have some flexibility in how they offer additional basic transportation. MCPs may limit how many transportation trips members may use and may require advanced notice to schedule medical transportation.

MCP members can also obtain transportation from the Non-Emergency Transportation (NET) program through the CDJFS. This basic transportation, mostly provided by taxi cab or bus, is offered for both fee-for-service and MCP consumers. CDJFSs receive payment from ODJFS for any consumer who uses this service.

Many MCPs provide transportation by contracting with one or more subcontractors. Subcontractors are required to comply with the quality and performance standards ODJFS has established for MCPs. MCPs must assure this by monitoring the performance of their subcontractors. MCPs are, in turn, monitored by ODJFS and an independent External Quality Review Organization (EQRO) contracted to survey Medicaid consumers regarding the quality of all services.

Action guide for MCP members in need of transportation:

If an MCP Member Needs...	Contact...
Non-Emergency Ambulance (stretcher) or Ambulette (wheelchair) Transportation to a Covered Service	The member's MCP to obtain the names of contracted providers and to request prior authorization.
Basic Transportation (ambulatory) to a contracted provider over 30 miles from home	The consumer's MCP to request transportation required by Ohio Medicaid
Basic Transportation (ambulatory) to a medical appointment.	The member's MCP to request the additional benefits described in the Member Handbook -OR- The County Department of Job and Family Services to request Non-Emergency-Transportation, HealthChek or Pregnancy Related services transportation.

RFP Issued for Medicaid Managed Care Enrollment Center

On January 30th, ODJFS released a request for proposals for the Medicaid Managed Care Enrollment Center. The statewide contract serves to provide Medicaid consumers, providers, county entities, and advocates with information and assistance in selecting the managed care plan that best meets their needs. Consumers may enroll by phone, by US mail, in person, or on the following internet Web site: <http://www.ohiossc.com>. The RFP can be read at: <http://jfs.ohio.gov/rfp>. The current contract, operated by Automated Health Systems, will expire on June 30, 2007.