



AmeriHealth Caritas Iowa (ACIA) Transportation Q&A for Providers

Non-Emergency Medical Transportation (NEMT) Q&A:

Question: How will my patients who are ACIA members arrange NEMT?

Answer: ACIA members requiring NEMT will receive transportation with our contracted transportation provider, Access2Care. To arrange NEMT, your patients can call the Access2Care Call Center at 1-855-346-9760.

Question: If a patient is a new ACIA member and needs to schedule a NEMT appointment, how does he/she get started?

Answer: Your patient who is a new ACIA member can call the ACIA Member Services number at 1-855-332-2440 and ask for the NEMT option. Transportation coverage will be verified and the requested transportation will be scheduled.

Question: Is Access2Care currently taking NEMT reservations for the April 1, 2016 IA Health Link implementation?

Answer: Up until March 31, 2016, Iowa Medicaid members scheduled NEMT services with TMS Management Group, Inc. Beginning April 1, 2016 and afterwards, your patients who are ACIA members should contact the Access2Care Call Center at 1-855-346-9760 to schedule NEMT services.

Question: What if my patient has standing NEMT needs?

Answer: Your patients who are ACIA members will be able to schedule standing NEMT appointments with Access2Care up to 90 days in advance.

Question: If my patient doesn't show up on the first part of their scheduled round-trip appointment, is their return appointment cancelled?

Answer: Yes. If your patient needs return transportation, he/she will need to call the Access2Care Call Center at 1-855-346-9760 and they will arrange that return trip as soon as possible.

Question: If an ACIA member owns a car but is unable to drive (i.e. they have a broken leg), will they be eligible for NEMT?

Answer: Yes, even if ACIA members own a vehicle, but are unable to drive, they are eligible for NEMT.

Question: Can unaccompanied minors receive NEMT?

Answer: No, children under the age of 18 must be accompanied by a parent/guardian. The only exception is members seeking family planning or pregnancy related services not requiring a parent/guardian to receive NEMT services.

Question: What if a parent is taking their child to a NEMT appointment, but the child has siblings that need to ride along?

Answer: With pre-approval, travelers can include the member, parent/guardian and up to four siblings. If additional riders were not scheduled, the trip can be denied at the time of service.



Question: Will providers need to complete documentation or sign-off on NEMT for outer counties and/or trips that are more than 50 miles?

Answer: No, with ACIA, there are no requirements for providers to sign-off on outer county trips or trips that are more than 50 miles.

Question: How can my patients get approval for meals and lodging with NEMT services?

Answer: Meals and lodging must be pre-approved by ACIA before your patients receive NEMT services. To start the process for pre-approval of meals and lodging, your patients can call the Access2Care Call Center at 1-855-346-9760.

Question: Who will receive the reimbursement checks for NEMT transportation services?

Answer: Mileage checks for pre-scheduled and pre-approved NEMT transportation services will be mailed weekly directly to the member.

Question: What if an ACIA member is not satisfied with NEMT services provided by Access2Care?

Answer: If an ACIA member has customer service issues with Access2Care, he/she can contact ACIA Member Services at 1-855-332-2440.

Question: Where can I get more information about Access2Care?

Answer: You can call the Access2Care Coordination Center at 1-855-212-2213. More information can also be found at Access2Care's website, www.access2care.net.

Home & Community Based Services (HCBS) Waiver Transportation Q&A:

Question: Will transportation continue for my patients receiving non-medical HCBS waiver services?

Answer: Yes, transportation will continue for ACIA members who receive non-medical HCBS waiver services.

Transportation providers who conduct non-medical HCBS waiver transportation services will contract with ACIA and will be paid through a claims submission process. Authorizations will be issued in 90-day increments and available to the transportation provider in advance of scheduled transports. If a transportation provider is not available, Access2Care (ACIA's transportation subcontractor) can assist in arranging services for non-medical HCBS waiver transports.

Question: What is the non-medical HCBS waiver transportation authorization process?

Answer: Transportation providers for non-medical HCBS waiver transports will be authorized through the ACIA health plan's case manager for specific trip types during a designated period. It is also important to note that when a HCBS waiver includes multiple service dates over a 90-day period, an authorization will not be needed each time services are accessed.

Question: What is the process of issuing the authorization, also known as Notice of Decision (NOD) for my patients and their transportation providers?

Answer: An authorization, also known as Notice of Decision, is what facilities use to ensure payment and serves as an ACIA member's authorization for non-medical HCBS transportation services. Your patients' case managers will issue the NOD with specific codes, rates and units to bill for each waiver recipient. Transportation providers should be aware and/or have a copy of the member's NOD. Transportation providers will also have the ability to see all of their individual authorizations through NaviNet, ACIA's secure provider portal, which can be accessed at www.navinet.com.



Question: Will new authorizations be required for my patients with the April 1, 2016 IA Health Link implementation?

Answer: Your patient's case manager will continue to provide authorizations to transportation providers and your patient who use non-medical HCBS transportation services. They will also have the ability to amend his/her current authorization in the event it has specific vendors on it (i.e. HIRTA) and/or there are different rates prior to ACIA negotiating those rates.

Question: How much automobile insurance coverage is required if transportation providers are transporting members in either an agency and/or a personal vehicle?

Answer: Automobile insurance coverage requirements will remain the same as the Iowa Medicaid Enterprise (IME).

Question: Does ACIA require documentation to substantiate billing for non-medical HCBS waiver transportation services?

Answer: Although it is not a specific format requirement, ACIA recommends that HCBS waiver transportation providers "track their trips" to help support billing for services if requested. Maintaining this documentation also serves as an important resource for record-keeping requirements, document service deliveries and in the event of adverse incidents.

More questions?

Call Provider Services at 1-844-411-0579.

Email iowaprovidernetwork@amerihealthcaritas.com.

Visit www.amerihealthcaritasia.com.