

Carta Trámite

5 de septiembre de 2024

A: Todos los Proveedores Contratados por First Medical Health Plan, Inc. para el Plan Vital

Re: Carta Normativa 24-0830-2 Política de Transportación Médica No-Emergencia (Non-Emergency Medical Transportation, NEMT)

Estimado(a) Proveedor(a):

Reciba un cordial saludo de parte de First Medical Health Plan, Inc. (FMHP).

Adjunto a este comunicado encontrará la Carta Normativa 24-0830-2 de la Administración de Seguros de Salud de Puerto Rico (ASES) y la Política ASES-OC-2024/P002 relacionada a Transportación Médica No-Emergencia NEMT.

A través de esta Carta Normativa, la ASES informa que, desde el **1 de julio de 2024** se incluyó en la cubierta de servicios del Plan Vital el acceso a **Transportación Médica No-Emergencia (NEMT, por sus siglas en inglés)**. NEMT es un beneficio provisto bajo el Plan Vital que permite a sus beneficiarios asistir a sus citas médicas y otras necesidades de transportación que sean médicamente necesarias. Es por esto que, con el propósito de uniformar el manejo de este servicio, la ASES emite la política ASES-OC-2024/P002.

Para detalles específicos sobre la información provista por la ASES, le exhortamos a leer detenidamente la Carta Normativa 24-0830-2 de la Administración de Seguros de Salud de Puerto Rico (ASES) y el anejo la Política ASES-OC-2024/P002.

Si usted tiene alguna pregunta relacionada a este comunicado y/o necesita información adicional, siéntase en la libertad de comunicarse con nuestro Centro de Servicio al Proveedor al número libre de cargos 1-844-347-7802 de lunes a viernes de 7:00 a.m. a 7:00 p.m. También, puede acceder a www.firstmedicalvital.com.

Cordialmente,

Departamento de Cumplimiento
First Medical Health Plan, Inc.



Carta Normativa 24-0830-2

30 de agosto de 2024

A: Organizaciones de Manejo Coordinado de Salud (“MCOs”), Grupos Médicos Primarios (GMP), y Proveedores Participantes del Plan Vital

RE: Política de Transportación Médica No-Emergencia (*Non-Emergency Medical Transportation, NEMT*)

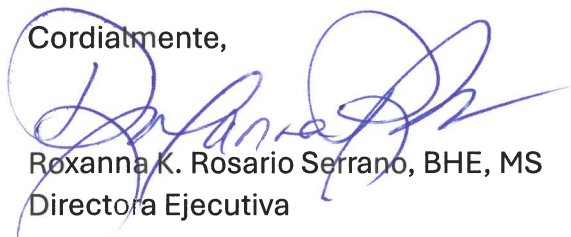
La Administración de Seguros de Salud de Puerto Rico (ASES) está incluyendo en su cubierta de servicios, para los beneficiarios del Plan de Salud del Gobierno (PSG) – Plan Vital, el acceso a **Transportación Médica No-Emergencia**, o NEMT, por sus siglas en inglés. A fin de uniformar el manejo de este servicio, se emite la política **ASES-OC-2024 P002**.

NEMT es un beneficio provisto bajo el Plan Estatal de Puerto Rico, que define los servicios cubiertos por Medicaid, permitiendo a sus beneficiarios asistir a sus citas médicas y otras necesidades de transportación que sean médicamente necesarias.

Este servicio cubierto está vigente a partir del 1 de julio de 2024. Las aseguradoras contratadas bajo PSG-Plan Vital tienen la responsabilidad de implementar lo establecido en esta política y de difundir apropiadamente el contenido de la misma a través de su red de proveedores.

Para conocer la descripción detallada de este beneficio, requerimientos de autorización y otros elementos regulatorios, favor de referirse a la política aneja. Contamos con su colaboración para que nuestros beneficiarios logren un mejor acceso a sus cuidados médicos.

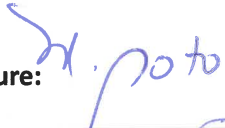
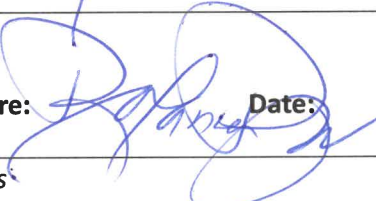
Cordialmente,



Roxanna K. Rosario Serrano, BHE, MS
Directora Ejecutiva

Anejo (1)



Government Health Plan (GHP) - PLAN VITAL ASES – CLINICAL OPERATIONS AREA		
Policy: Non-Emergency Medical Transportation		
Number: ASES-OC-2024 /P002	Effective Date: July 1st, 2024	Number of Pages: 3
Approved By:		
<i>Milagros Soto Mejía</i> Clinical Operations Area Director	Signature: 	Date: 8-30-2024
Approved By:		
<i>Roxanna K. Rosario Serrano</i> Executive Director	Signature: 	Date: 8/30/24
Reference: Contract Section: Covered Services		

I. PURPOSE

Expand the coverage of services to provide access to Non-Emergency Medical Transportation (NEMT) for Government Health Plan – Plan Vital (GHP-Plan Vital) to define a standard policy and coverage for these services. Each managed care organization (MCO) must also maintain their own coverage policy which must be submitted to ASES.

II. INTRODUCTION

NEMT is a mandatory Benefit provided under the Puerto Rico State plan to assist enrollees with access to medical appointments and other medically necessary trips in order to maintain appropriate access to care. GHP-Plan Vital MCOs shall provide:

1. NEMT services to ensure that eligible enrollees have coordinated, timely, safe, clean, reliable, medically necessary transportation to and from GHP-Plan Vital enrolled providers.
2. Scheduling and payment for NEMT services.

III. BENEFIT DESCRIPTION

There is no limit placed on the number of trips available to an enrollee so long as the trip is determined to be medically necessary and satisfies prior authorization requirements such as:

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- The enrollee does not have access to transportation and lacks the means or ability to be able to arrange for their transportation.
- The MCO authorizes the least expensive mode available that is determined to be appropriate for the member which may be determined through medical necessity determination and select an option that will result in the enrollee arriving at their appointment no more than 2 hours prior to the appointment time
- The NEMT trip must be to or from a covered service provided by a Plan Vital Medicaid enrolled provider and must be the nearest appropriate medical provider.
- Routine NEMT should be requested two days prior to the appointment with no waiting time to request NEMT for urgent appointments, MCOs must not require enrollees to make requests more than two days prior to the appointment.
- For enrollees with regular routine appointments, multiple NEMT trips can be authorized and booked for upcoming appointments.
- Only one attendant may be authorized to be in the vehicle with the enrollee.

The MCO cannot deny access to NEMT based on previous history with utilization of NEMT or history of no-shows, but can place additional restrictions on access to the services such as locking the individual into a specific provider, or completion of additional prior authorization requirements to be able to schedule a ride.

IV. PRIOR AUTHORIZATION AND OVERSIGHT

MCOs must complete prior authorization on all NEMT in order for the service to be paid. The preauthorization for NEMT can be constructed in a variety of ways.

- Requirements for a physician or provider to authorize the need for beneficiary transportation, and /or
- May expect the medical facility to phone in the medical transportation request before providing services.

In any case, the provider rendering service to the participant **MUST** sign a pre-approved certification (By Vital, and MCO), that the services were provided, including date and hour of services. The form or certification should be easy to fill out and handle (to avoid excessive time-consuming effort).

V. PROVIDERS OF NEMT




MCOs must provide access to ambulance, wheelchair vans, other secure vans or cars through Puerto Rico licenced transportation companies. Other types of specialized vehicles may be determined to be medically necessary and available to enrollees only if they meet all screening and eligibility requirements to be a Medicaid provider.

All NEMT providers must meet the following requirements:

- Each provider or individual driver is not excluded from participation in any federal health care program (as defined in section 1128B (f) of the Act) and is not listed on the exclusion list of the Inspector General of the U.S. Department of Health and Human Services.
- Each individual driver has a valid driver's license.
- Each provider has in place a process to address any violation of a state drug law.
- Each provider has in place a process to disclose to the state Medicaid program and the MCO the driving history, including any traffic violations of each individual driver employed by the provider.
- Each provider can demonstrate that all vehicles used are successfully maintained, fully secure, insured, and safe for enrollees.

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