

NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) FOR HEALTH HOME CLIENTS

FREQUENTLY ASKED QUESTIONS (FAQs)

Beginning April 1, 2015, transportation may be provided to Health Home clients for services when the client is homeless or lives in an unhealthy or unsafe environment. A Care Coordinator may request a non-emergency medical transportation to alternate locations to conduct care coordination services such as developing the Health Action Plan (HAP), obtaining consent to participate, or to administer health assessments.

WHAT IS THE HEALTH HOME PROGRAM?

The Health Home program is a care coordination service available to eligible Medicaid clients of all ages including Medicaid clients who also receive Medicare. To receive services, clients must have a chronic condition and be at risk for a second, as demonstrated by a PRISM risk score of 1.5 or greater. The program focuses on care coordination between the client's medical, behavioral, and social needs providers.

WHO IS THE CARE COORDINATOR?

A Care Coordinator is the person who provides Health Home services. The Care Coordinator works with clients to help them identify and meet their goals for self-management, improving health, and providing comprehensive care management.

WHY WOULD A HEALTH HOME CLIENT NEED NEMT?

Health Home care coordination is person-centered and based on the development of the Health Action Plan (HAP) by the Care Coordinator and the client. The development of the HAP, as well as some ongoing Health Home services, require face-to-face visits that usually takes place in the client's home. If a client is homeless or lives in an unhealthy environment, the Care Coordinator may identify an alternate location for the face-to-face visit. In these instances, the client may need transportation to the alternate location.

WHO CAN REQUEST NEMT?

Only a client's Care Coordinator can request NEMT services from a transportation broker for providing Health Home services. Clients may not schedule this service. The Care Coordinator must contact the NEMT broker available in the client's county of residence and submit a NEMT Health Home Services Request Form. The list of transportation brokers is available at <https://www.hca.wa.gov/assets/billers-and-providers/ContractedBrokers.pdf>.

WHAT ARE ACCEPTABLE ALTERNATE LOCATIONS TO USE NEMT FOR HEALTH HOME SERVICES?

The Care Coordinator must identify an alternate location where the client may be met in person. Examples of acceptable alternate locations include but are not limited to:

- A medical office or behavioral health setting or
- A community based social or health services location such as senior center, community services office, Area Agency on Aging, or local health department.

WHAT ARE THE DISTANCE STANDARDS FOR TRANSPORTATION OF HEALTH HOME CLIENTS?

NEMT for Health Home services is limited to the following distance standards:

- Within 10 miles of the client's residence in urban or suburban areas or
- Within 25 miles of the client's residence in rural areas.

Exceptions may be made to the distance criteria on a case-by-case basis in remote areas of the state and be approved by HCA. To request an exception, the Health Home Lead Entity with whom the client is enrolled must request the approval by sending an email to healthhomes@hca.wa.gov and include the client's name and ProviderOne ID as well as the reason for the exception. HCA will notify the Health Home Lead Entity and the transportation broker of approved exceptions to the distance standards.

HOW DOES THE CARE COORDINATOR KNOW WHEN THE NEMT IS SCHEDULED?

The NEMT broker will contact both the Care Coordinator and the client when the request for the trip is approved and scheduled.

WHERE CAN I FIND MORE INFORMATION?

Health Home services website: <https://www.hca.wa.gov/billers-providers-partners/programs-and-services/health-home-resources>

HCA Transportation website: <https://www.hca.wa.gov/billers-providers-partners/programs-and-services/transportation-services-non-emergency>

Transportation brokers: <https://www.hca.wa.gov/assets/billers-and-providers/ContractedBrokers.pdf>

Email questions to: healthhomes@hca.wa.gov