



TO: Non-Emergency Medical Transportation Providers

RE: Non-Emergency Medical Transportation (NEMT)

Effective with dates of service January 1, 2018 and forward, Non-Emergency Medical Transportation (NEMT) for Medicaid clients will be coordinated through a new contractor, Veyo, a Total Transit company. Additional information may be found at: <http://portal.ct.gov/DSS/Health-And-Home-Care/Non-Emergency-Medical-Transportation>.

Ambulance: There is no change to how NEMT ambulance services are submitted and paid. Payment amounts will continue to follow the Department's Transportation - Basic/Advanced fee schedule. Claims for trips authorized by Veyo, will continue to be submitted directly to DXC Technology.

Livery, Taxi and Wheelchair: Providers performing livery, taxi and wheelchair levels of service will no longer be paid through DXC Technology. Providers who contract with Veyo to perform transportation services will directly bill and be paid by Veyo. Providers will still be required to enroll with DSS, but only as a Performing Provider. DSS will change the status of providers who are currently enrolled as billing providers to performing providers for dates of service January 1, 2018 and forward.

Reminder: Requests for NEMT may come from the client, client's family member, client's healthcare provider or facility (such as a nursing home, hospital or dialysis facility). Requests shall not be made by the transportation provider on behalf of the client.

All requests for transportation shall be made to Veyo. Veyo is responsible for determining the client's eligibility, the most appropriate mode of transportation based on the physical and medical circumstances of the client, and assigning the trip to an appropriate, enrolled/contracted, available provider.

All trips must be prior authorized in order for a transportation provider to receive payment for NEMT provided to eligible clients.

Dual Eligible Clients: If a client has both Medicare coverage as well as Medicaid coverage and Medicare will be paying for the NEMT ambulance service, prior authorization through Veyo is not needed. Please refer to the Medicare coverage rules for further information about covered services.

Billing for trips performed prior to January 1, 2018: Please bill for trips performed through the end of 2017 as soon as possible. If you have any questions, issues or problems with your claims, please contact Claude Bisson at LogistiCare, 1-866-684-0409 ext. 2004.

Accessing the Fee Schedules: The transportation fee schedules can be accessed and downloaded by logging onto the Connecticut Medical Assistance Program Web site: www.ctdssmap.com.

From this Web page, go to "**Provider**", then to "**Provider Fee Schedule Download**". Click on the "**I accept**" button and proceed to click on the appropriate fee schedule. To access the

CSV file, press the control key while clicking the CSV link, then select “**Open**”.



Questions? Need assistance? Call the Provider Assistance Center Mon–Fri 8:00 am – 5:00 pm
Toll free 1-800-842-8440 or write to DXC Technology, PO Box 2991, Hartford, CT 06104
Program information is available at www.ctdssmap.com