



TO: Non-Emergency Medical Transportation Providers, Nursing Facilities, (Chronic Disease Hospitals, ICFs/MR, Hospice), Hospitals, Dialysis Clinics and Methadone Clinics

RE: Prior Authorization for all Non-Emergency Medical Transportation (NEMT)

The purpose of this bulletin is to remind providers of the requirement for prior authorization (PA) for **all non-emergency medical transportation** (NEMT) and the process to obtain it.

Prior Authorization: Veyo, the state's transportation contractor, is responsible for processing all NEMT PA requests for all modes of transportation.

PA requests may come from the client, client's family member, or facility (such as nursing home, hospital or dialysis facility). Requests **shall not** be made by the transportation provider on behalf of the client. Clients, client's family members or facilities should call 1-855-478-7350 to request NEMT services.

Veyo will respond to PA requests for NEMT within a time frame established by the Department of Social Services (DSS). Such time frame shall be three (3) hours or less for hospital discharges by either granting or denying the request in accordance with DSS's established policies and regulations. Requests for non-urgent trips must occur at least two (2) business days in advance of the trip. Urgent trips may be requested with less than 48 hours' notice. Please note that a **request is not an automatic approval.**

Transportation providers **must** receive PA from Veyo in order 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, PA through Veyo is not needed. Please refer to the Medicare coverage rules for further information about covered service

Mode of Transportation: 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, and available provider.

Forms for closest appropriate provider, medically appropriate mode, and companion are available at <https://ct.ridewithveyo.com/> Select "forms" from the navigation bar at the top of the page. Selecting "facilities" from the navigation bar, will bring facilities to the page with information about how to schedule multiple trips for Medicaid members.

Reminder: It is the responsibility of the transportation provider to inform Veyo in a timely manner if they are unable to complete a trip so Veyo may identify another provider to meet the transportation need.