

interChange Provider Important Message

Attention: All Providers

Requirements around Non-Emergency Medical Transportation (NEMT) Transports to the closest provider

The Department of Social Services (DSS) and its non-emergency medical transportation broker, Veyo, are issuing this message to remind providers about requirements for NEMT. NEMT is available to members who have no other means of transportation to access necessary Medicaid covered health services.

It is the intent of the Medicaid program for Members to be able to access healthcare services in their local community whenever possible. For purposes of NEMT, a member's local community is defined as within 10 miles of the member's residence in urban areas and within 20 miles in rural areas. (See Connecticut Office of Rural Health's designation for CT towns and cities). NEMT outside of those areas is only authorized if medically necessary for a Member.

If a Member is seeing a provider outside their local community, but wants to locate a closer provider, please provide them with the following numbers to request assistance:

1-800-859-9889 for medical providers

1-877-552-8247 for behavioral health providers

1-855-283-3682 for dental providers

If a Member wants to see a provider who is not in their local community, clinical documentation to determine medical necessity is required. These determinations will be based on the individual circumstances of the Member. Even if there are multiple providers available in the local community, it may be medically necessary for the Member to travel to a provider outside of that area. For example, the member may have a rare complication of a condition requiring the special expertise of a specific specialist who is not available in their community. Further, clinical documentation will also be needed to support requests for continuing NEMT to a provider outside of a member's local community or to a provider who is not the closest provider to the member's residence.

NEMT forms are available at ct.ridewithveyo.com, click on "forms" located on the top right side of the page. "Medical Necessity Form" form can be used to provide clinical information supporting a request for transportation to a provider outside the Member's local community. The form is also used to support medical need for a particular mode of transportation and/or need for an aid/escort to accompany the member.

Please note that all requests for NEMT ambulance services should be directly requested and coordinated with the ambulance provider by the healthcare provider.

Please contact Veyo's clinical coordinators if you need assistance or have additional questions.

Arrika Denbin, RN, BSN adenbin@veyo.com

Jaime Gallion, RN, BSN, jgallion@veyo.com