



Connecticut Medical Assistance Program
Policy Transmittal 2022-14

Provider Bulletin 2022-19

Deidre S. Gifford, MD, MPH, Commissioner

Effective Date: Immediately
Contact: William Halsey

TO: All Providers

RE: Reinstatement of Multi-Loading for NEMT Transportation

Effective immediately, Non-Emergency Medical Transportation (NEMT) multi-loading that was temporarily suspended as part of the Public Health Emergency (PHE) response to COVID-19 as outlined in [PB 2020-39](#) 'CMAP COVID-19 Response – Bulletin 25: Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation' **will resume.**

Veyo, DSS' NEMT broker, will resume multi-loading unrelated passengers. Immunocompromised members are exempt from multi-loading but must provide the necessary documentation to Veyo so that their trips are appropriately documented. Forms can be found at ct.ridewithveyo.com

NEMT services for Covid positive members who must be seen in-person for healthcare services, continues to be available. Please inform Veyo if the member being transported has tested positive, is assumed positive or is under quarantine so that they can schedule the trip with an appropriate vehicle.

NEMT services will continue to follow CDC, CT DPH, and other appropriate agencies' guidelines, such as wearing masks, fresh air circulation, and vehicle cleaning protocols. DSS encourages healthcare providers to continue communicating changes in appointment dates/times to Veyo at their earliest convenience.

Posting Instructions:

Policy transmittals can be downloaded from the Web site at www.ctdssmap.com.

Distribution:

This policy transmittal is being distributed to providers of the Connecticut Medical Assistance Program by Gainwell Technologies.

Responsible Unit:

DSS, Division of Health Services: William Halsey at William.halsey@ct.gov