



Connecticut Medical Assistance Program
Policy Transmittal 2023-04

Provider Bulletin 2023-19
March 2023

Andrea Barton Reeves, J.D., Commissioner – Designate

Effective Date: May 12, 2023
Contact: Yvonne Pallotto

TO: All Providers

RE: Reinstating Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation

Effective for dates of service on and after May 12, 2023, which is the first day after the end of the federal COVID-19 public health emergency, the Department of Social Services (DSS) restrictions imposed for non-emergency medical transportation and non-emergency ambulance transportation due to the public health emergency will be rescinded.

Effective May 12, 2023, the following will be allowed:

- Veyo will be allowed to multi-load unrelated passengers; and
- NEMT providers will be permitted to enter healthcare facilities to facilitate the pick-up or drop-off of a member. This is limited only to pick-up or drop-off of a member.

This policy transmittal supersedes guidance issued under PB 2020-39 – CMAP COVID-19 Response – Bulletin 25: Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation.

Posting Instructions:

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

Distribution:

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

Responsible Unit:

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Date Issued: March 2023