


## Non-Emergency Medical Transportation

Presentation



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### Learning Objectives

- Identify general Medicaid-covered non-emergency medical transportation (NEMT) benefits
- Identify methods States can use to authorize available NEMT options
- Identify common medical transportation fraud and abuse issues

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### Non-Emergency Medical Transportation Defined

Under Federal law, State Medicaid agencies (SMAs) must:

- Ensure necessary transportation to and from providers
- Use the most appropriate form of transportation
- Include coverage for transportation and related travel expenses necessary to attend medical appointments



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### Unmet Transportation Need

Unmet transportation needs can include:

- Not having a valid driver's license
- Not having a working vehicle available in the household
- Not being able to drive because of a medical condition
- Other situations, such as no money for gas

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### Emergency Transportation Is Different

- Medical needs are immediate
- Symptoms are severe
- Symptoms may be life-threatening (for example, heart attack)
- Symptoms may be due to a serious event (for example, automobile accident)




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### State Rules for Non-Emergency Medical Transportation



- May vary by State
- Require providers to have a Medicaid contract

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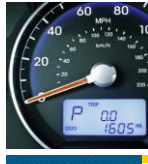
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### State Rules for Non-Emergency Medical Transportation—Continued

- Loaded mileage—beneficiary must be in the vehicle
- Appropriate location
- Wait times are not usually reimbursable



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### Types of Transportation



- Wheelchair vans
- Taxis
- Stretcher cars
- Buses
- Other SMA approved transportation

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### Knowledge Check

For a transportation provider to receive reimbursement for furnished services, a transported beneficiary must:

- A. Have his or her own car
- B. Be ineligible for Medicaid
- C. Be eligible for Medicaid
- D. Take an ambulance



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### Transportation Entities



- States
- Brokers
- Managed care plans
- Transportation companies

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### Transportation Drivers

Drivers must be:

- Licensed
- Qualified
- Competent
- Courteous



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### Qualified Vehicles



- Proof of ownership
- Legally licensed
- Current license plates
- Safe
- Well-maintained
- Liability insurance

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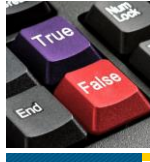
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### Knowledge Check

True or False?

State Medicaid transportation services can only be furnished by the State.



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### Fraud and Abuse in Medical Transportation

Most transportation providers want to do the right thing. Those providers:

- Bill claims properly
- Follow Medicaid rules
- Understand fraud schemes
- Take time to learn preventive strategies

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### Fraud and Abuse in Medical Transportation—Fraud

A Medicare beneficiary:

- Drove himself and others to dialysis appointments, but allowed an ambulance company owner to bill for ambulance rides with their medical IDs
- Received kickbacks for referring patients to the ambulance company

An owner of a Massachusetts medical transportation company:

- Billed for rides for deceased beneficiaries
- Was sentenced to 18 months in prison and ordered to repay over \$475,000

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### Fraud and Abuse in Medical Transportation—Abuse

Two ambulance companies in Connecticut:

- Allegedly provided ambulance transportation for dialysis patients who did not have a medical need for ambulance transportation
- Paid almost \$600,000 to settle these allegations

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### Fraud Scheme—Services Not Rendered

- Not all NEMT fraud is perpetrated by professional providers
- The parent of a patient:
  - Was authorized to transport her child for treatment
  - Billed Medicaid for trips that did not take place
  - Was sentenced to 30 days in jail and ordered to pay \$21,500



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### Fraud Scheme—Services Not Rendered

- NEMT company owner billed for cancelled trips, used beneficiary information without permission to bill for services never provided, and upcoded trips
- Transportation company upcoded regular livery services as ambulance services; \$300,000 settlement

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### Fraud Scheme— Vehicles



Owner of a transportation company forged forms that authorized taxi transportation to show more expensive ambulance transportation; \$200,000 settlement

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### Fraud Schemes— Travel Vouchers

Taxi driver:

- Accepted Medicaid vouchers for nonmedical locations
- Purchased unused vouchers
- Charges exceeded actual services
- Lifetime exclusion



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### Unqualified Drivers and Other Fraud Schemes

- Company whose owner falsified drivers' documentation was fined \$10,000
- Other transportation fraud schemes include:
  - Billing for personal assistance when none was provided
  - Coding all 911-dispatched city ambulances at the advanced life support rate regardless of the beneficiary's condition

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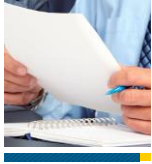
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### Tips for Preventing Medical Transportation Fraud



- Document what the State wants
- Verify documented services
- Bill correctly

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### Tips for Preventing Medical Transportation Fraud—Documentation

Follow State documentation requirements. At a minimum include:

- Beneficiary's name
- Medicaid identifier
- Locations of pickup and drop-off
- Date and time of pickup and drop-off
- Loaded mileage

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### Tips for Preventing Medical Transportation Fraud—Verify Services

It is management's responsibility to:

- Verify information
- Make random survey calls




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### Tips for Preventing Medical Transportation Fraud—Billing Accurately



Form CMS-1500 includes a notice that filing a false claim may lead to:

- Criminal penalties
- Civil penalties

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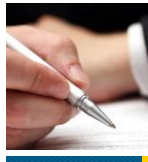
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### Final Action— Check for Excluded Individuals and Parties

- Use the List of Excluded Individuals and Entities (LEIE)
- Use the System for Award Management (SAM) Exclusions Extract
- Check monthly




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### Report It!

- SMA and Medicaid Fraud Control Unit  
[https://www.cms.gov/medicare-medicare-coordination/fraud-prevention/fraudabuseforconsumers/report\\_fraud\\_and\\_suspected\\_fraud.html](https://www.cms.gov/medicare-medicare-coordination/fraud-prevention/fraudabuseforconsumers/report_fraud_and_suspected_fraud.html)
- U.S. Department of Health and Human Services, Office of Inspector General (HHS-OIG)  
Phone: 1-800-447-8477 (1-800-HHS-TIPS)  
TTY: 1-800-377-4950  
Fax: 1-800-223-8164  
Email: [HHS Tips@oig.hhs.gov](mailto:HHS Tips@oig.hhs.gov)  
Website: <https://forms.oig.hhs.gov/hotlineoperations>

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**Conclusion**

We are all enlisted to prevent fraud and abuse!



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**Questions**



Please direct questions or requests to: [MedicaidProviderEducation@cms.hhs.gov](mailto:MedicaidProviderEducation@cms.hhs.gov)

To see the electronic version of this presentation and the other products included in the "Non-Emergency Medical Transportation" Toolkit, visit the Medicaid Program Integrity Education page at <https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/edmic-landing.html> on the CMS website.

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