

## **Utilization Review of Requests and Determining the Appropriate Type of Transportation**

There are five steps that ModivCare uses to review a request for non-emergency medical transportation services from a Nassau or Suffolk County fee-for-service Medicaid enrollee or a medical practitioner:

1. Is the individual an active Medicaid enrollee and eligible for transportation?
  - a. ModivCare receives eligibility data from the state, and has online access to the state file if there is a question concerning an individual's eligibility status.
  - b. There are certain enrollees who are not eligible for non-emergency medical transportation, e.g., managed care enrollees, Family Health Plus enrollees (including 19 and 20 year old), enrollees in Managed Long Term Care or Medicaid Advantage programs, etc.
2. Is where the enrollee wants to be taken; the closest, comparable medical practitioner?
  - a. Emphasis here is on the common medical marketing area or (CMMA).
3. Is the specific service to be provided covered by Medicaid?
  - a. Covered and non-covered services are listed in the downloadable Available Medicaid Transportation Services document.
4. Is the type of transportation being requested appropriate and medically necessary in light of the enrollee's medical condition and mobility?
  - a. ModivCare's website and its Customer Service Representatives will ask questions to assess the member's mobility and any special needs. Based on the answers to those questions ModivCare or the enrollee's medical practitioner will determine whether mass transit, ambulatory/livery, ambulette, wheelchair or stretcher service best meets the enrollee's mobility and medical needs.
5. Is the timing of the request in keeping with the required advance notice?
  - a. According to Medicaid policy, requests for routine non-emergency medical transportation should be received seventy-two (72) hours in advance.
  - b. Requests for urgent transportation are taken 24 by 7 but ModivCare will have to speak to the medical provider. Your medical provider must say that you need to come in today and that your treatment cannot be delayed to another day. Otherwise you will have to reschedule your appointment.