



Non-Emergency Medical Transportation (NEMT)

**MO HealthNet Education & Training
Presented By: Lee Gerloff**

Your Presenter:

Lee Gerloff is an Education Specialist in MHD Education and Training.

Lee has been with MHD since 2017 and recently joined the Education and Training team in 2022. She is responsible for educating Dental, Durable Medical Equipment, Audiology, NEMT and Nursing Home providers.

Purpose of NEMT

Participant Eligibility

Non-Covered Services

Service Provider Information

Additional Benefits Offered by the
Managed Care Plans

Arranging Transportation

Where's My Ride

Travel Standards

Complaints

NEMT Postcard

MHD Resources

Connect with Us

Questions



Purpose of NEMT

NEMT provides free transportation for Medicaid eligible participants to and from scheduled MO HealthNet covered services such as medical and behavioral health appointments.

Participant Eligibility

The majority of the Medicaid population will be enrolled with our Managed Care Plans: Home State Health, Show Me Healthy Kids, UnitedHealthcare, and Healthy Blue.

Fee-For-Service Providers



Serves:

- People with Disabilities
- Seniors
- Blind & Visually Impaired
- Women with Breast or Cervical Cancer

Managed Care Providers



Serves:

- Kids
- Pregnant Women & Newborns
- Families

Participant Eligibility

Participants must not have access to other transportation such as:

- Transportation at no cost to the participant (family, friends, or neighbor)
- Transportation through a Public Entity
- NEMT through the Medicare program (rare)
- Participants enrolled in Hospice are covered for NEMT except for services related to the reason they are on Hospice
- Must be eligible on the date of service
- Must have met spenddown



Participant Eligibility



Participants with the following Medical Eligibility (ME) codes are NOT eligible for NEMT Services:

ME Code	Description	ME Code	Description
02	Blind Pension	74	Children ages 0-18; family income 185+ to 225%
08	Child Welfare Services-Foster Care	75	Children ages 0-18; family income 225+ to 300%
52	Division of Youth Services (DYS)-General Revenue	80	Extended Women's Health Services
55	Qualified Medicare Beneficiary (QMB)	82	Missouri Rx (Medicare Part D wrap-around benefits)
57	Child Welfare Services-Foster Care-Adoption Subsidy	89	Uninsured Women's Health Services
59	Presumptive Eligibility (Non-Subsidized)	97	Show-Me Healthy Babies-Newborns age 0-1; family income 196+ to 300%
64	Group Home-Health Initiative Fund (State Placement)	6S	SMHB Newborn of Ineligible Immigrant with Income at/below 196% Federal Poverty Level
65	Group Home-Health Initiative Fund (Parent/Guardian Placement)	0F	Foster Care-Institution for Mental Disease (IMD) Placement
73	Children ages 1-18; family income 150+ to 185%	5A	Adoption Sub-Guardianship IMD Placement



Non-Covered Services

The following services are not eligible for NEMT:

- Services included under a 1915(c) Home and Community Based Services Waiver
- Comprehensive Substance Treatment Abuse and Rehabilitation (CSTAR) programs unless authorized by DMH (with exceptions)
- Psychosocial rehabilitation services under the Community Psychiatric Rehabilitation (CPR) program (with exceptions)
- Durable Medical Equipment (DME) provider that provides free delivery or mail order services
- MO HealthNet covered services provided in the home such as personal care, private duty nursing, home health, etc.
- Discharge from a nursing home

Medical Transportation Management (MTM) is the NEMT broker for Fee-For-Service and Managed Care participants.

Participants enrolled in MO HealthNet Managed Care receive their services through the health plan's provider network. The health plan network may include providers not enrolled in the FFS Program. Each health plan provides services in every county in Missouri. The Managed Care health plans are required to offer the same services and benefits as MHD.

If a participant is enrolled with a Health Plan and has questions regarding their coverage they need to contact their Health Plan for more information.



Fee-For-Service Participants can setup a ride by calling MTM at (866) 269-5927 or book online at <https://mtm.mtmlink.net/> .

[MTM Member Portal User Guide](#)



Home State Health Additional Benefits



Home State Health provides NEMT to the following places to eligible members:

- Alcoholics Anonymous meetings
- Childbirth classes
- Community Resources (i.e. clothing drive, utility assistance, food pantry, shelter)
- Counseling
- Daycare
- Eye Exams
- Education/Trade School
- Grocery Store
- Hospital visitations
- Job Interview
- Other healthcare appointments
- Pharmacy
- Various therapies
- WIC appointments
- Work

TO ARRANGE A RIDE OR REQUEST MILEAGE REIMBURSEMENT*

1 Call to schedule with MTM transportation directly at their 24/7 line **1-866-455-2097**

OR

2 Book online at mtm.mtmlink.net

OR call:

• Home State: 1-855-694-HOME (4663) (TTY 711)

• Show Me Healthy Kids: 1-877-236-1020 (TTY 711)

Monday through Friday from 8am to 5pm

*Mileage reimbursement must be submitted to MTM within 60 days.

This benefit is for **non-emergency transportation** use only.

[NEMT Flyer](#)

[Mileage Reimbursement Trip Log](#)



United Healthcare Additional Benefits



For eligible members of UnitedHealthcare® Community Plan, the coverage includes rides for covered medical visits, as well as other places including:

- Grocery stores, food pantries and WIC appointments
- Pharmacy
- Weight management classes or gyms
- Job training services

Scheduling a ride is easy



Call **1-844-529-1801**, TTY 711
7 a.m.–6 p.m. ET, Monday–Saturday.



Or you can visit **mtm-inc.net/contact**
to schedule a ride or learn more.

[NEMT Flyer](#)

[Mileage Reimbursement Log](#)



Healthy Blue Additional Benefits



Healthy Blue members eligible for NEMT as a covered benefit will receive transportation to the following:

- All WIC appointments
- Parents visiting hospitalized children
- Breastfeeding, Lamaze or similar birthing classes
- Picking up prescriptions immediately following an appointment
- Methadone clinic or administration of other medications at the methadone clinic
- Behavioral health inpatient or residential facility for parents to participate in family therapy
- Healthy Children & Youth Appointments

Eligible members can get no-cost rides to medical appointments from Medical Transportation Management (MTM). You or your provider should call to schedule your ride at least three business days before your appointment.

Call MTM at 888-597-1193 (TTY 711) or visit the [MTM website](#) to set up your ride.

[Mileage Reimbursement Log](#)

Arranging Transportation

To provide adequate time for NEMT services to be arranged, a participant should call at least two (2) business days in advance when they live within an urban county and at least three (3) business days in advance if they live in the a rural or basic county, with the exception of an urgent medical need or hospital discharge.

Fee-For-Service participants should contact MTM for reimbursement questions.

Managed Care participants should reach out to their health plan for information.



Where's My Ride?

Fee-For-Service and Managed Care participants should call (866) 269-5944 (TTY: 711) when their scheduled ride is more than 15 minutes late.

Participants should use the Where's My Ride number when a return trip was not scheduled during the original request such as dialysis appointments or other medical appointments.



Travel Standards

This is the set amount of miles that a Fee-For-Service (FFS) participant can travel to see a specific type of provider who is enrolled with MHD and is willing to see them. This is outlined in Section 4 of the [NEMT Provider Manual](#).

The mileage that a FFS participant can go for a specific provider type is based on the county in which they live.

For Managed Care participants, contact the Managed Care health plan.

TRAVEL STANDARDS: MAXIMUM MILEAGE			
Provider/Service Type	Urban Access County	Basic Access County	Rural Access County
Physicians			
Primary Care Physicians (PCP)	10	20	30
Obstetrics/Gynecology	15	30	60
Neurology	25	50	100
Dermatology	25	50	100
Physical Medicine/Rehab	25	50	100
Podiatry	25	50	100



Complaints

Providers and participant complaints are filed through the Where's My Ride (WMR) line (866) 269-5944 or online at [Contact MTM](#).

Participants can also file a complaint through the MHD Constituent Services Unit at (800) 392-2161.

NEMT Postcard



Non-Emergency Medical Transportation (NEMT)

What is NEMT?

NEMT provides MO HealthNet participants with transportation to covered MO HealthNet services. NEMT can include public transportation, bus tokens, vans, taxi, ambulance, or ride shares. You may also be able to get help with gas costs if you have a car or have a friend who can take you.

What services are covered?

NEMT can help you with a ride to covered MO HealthNet services. Some examples include:

- Visits with your Primary Care Physician or specialist (including pregnancy check-ups)
- Behavioral health follow-ups after hospital stay
- Dental appointments
- Counseling
- Eye exams

How do I schedule a ride?

Schedule your ride at least 3 days before your appointment unless you need to go to urgent care or are being discharged from the hospital. You can schedule a ride by visiting mtm-inc.net/missouri to schedule a ride online or to download the mobile app. You can also call your health plan Monday - Friday, 7:00 am to 6:00 pm.

- | | | | | |
|--|---|---|---|---|
| 
866-269-5927 | 
855-694-4663 | 
877-236-1020 | 
833-388-1407 | 
888-597-1193 |
|--|---|---|---|---|

MHD is providing WIC offices with NEMT postcards to distribute to eligible participants.

MO HealthNet Resources

MO HealthNet offers many resources and trainings to assist providers. Visit the [MO HealthNet Provider Page](#) for the resources below and more.



Connect With Us



The central graphic is a white smartphone with a gold-colored bezel. On its screen, a hand icon is shown tapping a large black hashtag symbol (#). Surrounding the smartphone are six pairs of social media icons and QR codes, arranged in a 3x2 grid. Each pair consists of the platform's logo on the left and a QR code on the right. The platforms included are Facebook, Instagram, Twitter, YouTube, LinkedIn, and SoundCloud.



Questions

If you have any questions you can contact me by email at MHD.EDUCATION@dss.mo.gov or (573)751-6683.

