

- ❖ Pharmacies;
- ❖ Nursing facilities;
- ❖ Hospice care; or
- ❖ Women, Infants, and Children (WIC) service appointments at the Office of Public Health.

NOTE: This is not an exclusive list.

The MCO may reimburse for transportation to or from a pharmacy, WIC appointment, or other value-added benefit as an approved MCO value-added benefit, regardless if it is a standalone trip or as an additional stop. The MCO shall flag both the service and the transportation as a value-added benefit in accordance with the **MCO System Companion Guide**.

Commercial Air Transportation for Out-of-State Care

The MCO may approve NEMT on commercial airlines for out-of-state trips when no comparable healthcare services can be provided in Louisiana, and the risk to the enrollee's health is grave if transported by other means. All out-of-state non-emergency medical care must be prior authorized by the MCO. Transportation may be included in the prior authorization for medical services. MCO approval shall be contingent on the treating physician's confirmation that there are no negative impacts to the health and safety of the enrollee by utilizing commercial air transportation.

The MCO shall reimburse air travel for the enrollee plus a maximum of one attendant, if medically necessary or if the enrollee is a child, at the lowest, refundable, coach/economy class fare. Upgrades (e.g., fare class or seat) and additional costs (e.g., in-flight refreshments) shall not be reimbursed.

Scheduling and Dispatching

General Requirements

Requests for transportation may be made by enrollees, healthcare providers, or non-profit transportation providers. The MCO may not impose a limit on the number of appointments that may be scheduled by an enrollee or healthcare provider during a single call. Under no circumstances may profit providers schedule trips on behalf of enrollees. This prohibition extends to healthcare providers who have an ownership interest in the transportation company.

To be eligible for reimbursement, NEMT trips must be reviewed by the MCO, prior to scheduling, for enrollee eligibility and verification that the originating or destination address belongs to a medical facility. Additional approval requirements for out-of-state travel and commercial air are addressed in this manual.

The MCO shall provide a confirmation number to each enrollee at the time transportation is scheduled.

The MCO shall assign transportation providers on the basis of the least costly means available, including the use of free and/or public transportation when possible, with consideration given to the enrollee's choice of transportation provider. The MCO shall ensure that the provider accommodates the level of service required to safely transport the enrollee (e.g., ambulatory, wheelchair, transfer).