

LA.MEM.XX Value-Added Transportation Benefits

Effective Date: January 1, 2024

Accountable Dept.: LA Medicaid Member Services

Last Reviewed Date: N/A

Summary of Changes:

New policy.

Scope:

This policy outlines value-added non-emergency transportation benefit to all eligible Humana Healthy Horizons™ in Louisiana (Plan) members.

Policy:

Non-emergency ~~and medical transportation is a~~ are covered services for mandatory and voluntary opt-in population as contractually mandated. To supplement ~~those the~~ covered services, Humana Health Horizons™ in Louisiana offers a limited value-added non-emergency transportation benefit to all eligible Humana Louisiana (Plan) members when no other means of transportation is available.

Healthy Horizons™ in Louisiana covers as a value-add non-emergency transportation:

- Ride to medical appointment with stop at pharmacy for medications, ages 18+;
- Up to 30 one-way rides to grocery store, social support, and medical and non-medical value-added services, ages 18+; and [VG1][BDR2]
- Member may travel with one (1) attendant for medical and non-medical value-added services. [VG3][BDR4][BDR5][VG6][BDR7]

Procedures:

All value-added non-emergency transportation must be scheduled by the member through the transportation broker following the criteria below:

- Members are expected to give at least 48 hours² advance notice when requesting transportation;
- The transportation broker shall verify, prior to scheduling, member eligibility determination;
- No prior authorization is required;
- Attendant verification is required by the transportation broker;
- Benefits includes a stop at the pharmacy for medications when immediately following a Medicaid-covered medical appointment;
- Up to Members are allowed an overall total of 30 one-way rides transports to both medical and non-medical value added services, including transports to the grocery store and, social support services, and both medical and non-medical value added services. [VG8][BDR9][VG10][BDR11][VG12];
- The transportation broker will maintain and validate each member's 30 one-way service limits;
- The value-added services transportation [VG13][BDR14] benefit must:
 - Must remain within the member's transportation service area and no greater than 30 miles;

- Must meet travel pickup and/or drop-off wait time requirements, as well as all healthcare provider business hours, as specified in the Medicaid Medical Transportation Provider Manual[VG15]
- ~~Valued added services transportation hours are limited to those that meet travel pickup and/or drop-off wait time requirements as specified in the Medical Transportation Provider Manual and business hours at transportation service location;~~
- Public providers of mass transit systems shall be considered in benefit delivery;
- All ~~transportation~~NEMT providers~~drivers~~ must meet the requirements as outlined in the Medicaid Medical Transportation Provider Manual. This includes~~with~~ all vehicle and driver compliance records, including all required licensure and credentialing, maintained and verified by the transportation enrollment broker;[VG16][BDR17]
- Claims must be submitted with 365 days of service by the ~~transportation~~-NEMT provider to the transportation broker[VG18][BDR19], including all member, provider, pick-up, drop-off, and mileage information necessary to establish a claim;
- Medical appointments will take precedence over value-added trips at all times; and
- All medical and non-medical value-added trip encounters will be submitted in the manner as directed by LDH in accordance with the MCO System Companion Guide.

Eligibility determination (must meet all criteria):

- Ages 18+; and
- Any members with either P-linkage or B-linkage.

The following services may be considered as ~~-meeting~~ the criteria to contribute to the health and well-being of members:

- Social support groups;
- Wellness classes;
- WIC and SNAP appointments;
- Food banks;
- Job interviews;
- Faith-based events; and
- Applicable value-added benefit services offered.

This benefit also offers transportation to locations providing social benefits and community integration for members such as community and neighborhood centers, parks, recreation areas[VG20][BDR21], and churches.

The following services are not covered as a value-added transportation benefit and will not be administered to members under this plan:

- Transportation to home and community-based waiver services which are covered under LDH fee-for-service;
- Ride to healthcare providers or facilities located outside of the state or country;
- Non-emergency ambulance transportation; ~~and non-ambulatory transportation~~[VG22][BDR23];
- Hospice care;
- Nursing facilities;
- Gas reimbursement;
- Ride to a pharmacy as part of a geo-access request; and
- Value-added benefits are not eligible for member reimbursement.

Definitions:

B-linkage – Refers to enrollment in an MCO for specialized behavioral health and non-emergency medical transportation.

Medical Value-Added Benefit – Extra benefit offered by Humana beyond Medicaid-covered services that is administrated by a contracted health care service provider and delivered at a medical site, such as both adult dental and vision services.

Non-Medical Value-Added Benefit – Extra benefit offered by Humana beyond Medicaid-covered services that contributes to the health and well-being of members and unlikely to be delivered at a medical site, such as gym membership and drowning prevention classes.

Neighborhood Center – An area wherein an activity occurs which provides services of a social, cultural, economic, or educational nature to the neighborhood in which it is located.

Park – An area devoted to human enjoyment and recreation.

P-linkage – Refers [VG24][BDR25] to enrollment in an MCO for physical health, specialized behavioral health and non-emergency medical transportation.

Prior Authorization – The process of determining medical necessity for specific services before they are rendered.

Recreational Area – An area devoted to human enjoyment that serves for recreational purposes, such as parks, playgrounds, sports fields, and school yards.

Social Services – Services that contributes to the health and well-being of members which may include social support groups, wellness classes, WIC and SNAP appointments, food banks, job interviews, faith-based events, and applicable medical and non-medical value-added benefit services offered.

Transportation Broker – The business entity designated by Humana to manage the coordination and provision of non-emergency medical, and medical and non-medical value-added transportation services in accordance with 42 CFR § 440.170(a)(4) and can provide the services described in the Attachment A: Model Contract. [VG26][BDR27]

Value-Added Benefit – The additional benefit outside of MCO Covered Services that are delivered at Humana's discretion.

Acronyms:

LDH: Louisiana Department of Health

MCO: Managed Care Organization

VAB: Value-added Benefit

Contract Reference:

Attachment A: Model Contract

Attachment F: Provider Network Standards

Louisiana Medicaid Managed Care Organization Manual

MCO System Companion Guide

Medical Transportation Provider Manual

Version Control:

9/08/23: Policy drafted.

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