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**CHAPTER 10: MEDICAL TRANSPORTATION**

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**SCHEDULING AND AUTHORIZATION****General Requirements**

To be eligible for reimbursement, NEMT trips, excluding commercial air and NEAT, must be reviewed by the transportation broker, prior to scheduling, for beneficiary eligibility and verification that the originating or destination address belongs to a medical facility. Authorization requirements for commercial air and NEAT are addressed in this manual.

Requests for transportation may be made by beneficiaries, hemodialysis centers, non-profit transportation providers, Opioid Treatment Programs, or other medical facilities. Under no circumstances may profit transportation providers schedule trips on behalf of beneficiaries.

The transportation broker 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 beneficiary's choice of transportation provider.

The transportation broker must obtain credentials from the transportation provider, driver, and vehicle as outlined in the Provider Requirements section.

Beneficiaries and medical providers are expected to give at least 48 hours' notice when requesting transportation; however, the transportation broker must make a reasonable attempt to schedule the trip with less than 48 hours' notice. **Hospital discharges shall be transported within three hours of notification by a medical facility.**

When a transportation provider cannot perform the service, the provider must immediately notify the transportation broker in order for the transportation broker to secure an alternate provider.

The transportation broker shall monitor providers to ensure that they do not send backreject local trips in favor of long distance trips. Providers who exhibit a pattern of sending backrejecting local trips may be subject to trip reductions or other sanctions, particularly if such action results in actual harm to a beneficiary or places the beneficiary at risk of imminent harm.

If a child is to be transported, either as the beneficiary or an additional passenger, the parent or guardian of the child is responsible for providing an appropriate child passenger restraint system as outlined by La. R.S. 32:295. The transportation broker is responsible for notifying the parents or guardians of this requirement when scheduling the trip.

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**Additional Passengers**

The transportation broker must inform the transportation provider if a beneficiary intends to bring accompanying children or if an attendant is required.

Medicaid will not reimburse providers for transporting additional passengers. The transportation provider may not charge the beneficiary or anyone else for the transportation of additional passengers.

**Children**

The transportation provider may refuse to transport accompanying children.

**Attendants**

The transportation broker is responsible for determining if an attendant is required. If required, the attendant must accompany the beneficiary to and from the medical appointment. The following non-exclusive list of conditions may require an attendant:

- Sensory deficits;
- Need for human assistance for mobility;
- Dementia or other cognitive impairments;
- At risk of elopement;
- Behavioral disorders;
- Need for interpretation or translation assistance; or
- Special needs such as:
  - Convalescence from surgical procedures;
  - Decubitus ulcers or other problems which prohibit sitting for a long period of time;
  - Incontinence or lack of bowel control;
  - Assistance with toileting; and
  - Artificial stoma, colostomy or gastrostomy.

An attendant shall be required when the beneficiary is under the age of 17. This attendant must:

- Be a parent, legal guardian, or responsible person designated by the parent/legal guardian;  
and
- Be able to authorize medical treatment and care for the beneficiary.

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Attendants may not:

- Be under the age of 17;
- Be a Medicaid provider or employee of a Medicaid provider that is providing services to the beneficiary being transported;
- Be a transportation provider or an employee of a transportation provider; or
- Be an employee of a mental health facility.