

WELCOME TO APG MEETING

3/24/22

For attendance, please use the link in the chat to mark yourself here.

Would you rather.....

Hear the good news or the bad news first?

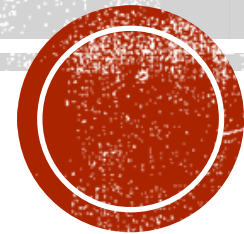
Put your answers in the chat



MEDICAL TRANSPORTATION 101

Ryan White Part A

LVTGA



MEDICAL TRANSPORTATION

- RWHAP Support Service
- Remove transportation barriers
- Prevent missed medical appointments
- Decrease the impact of chronic disease



SERVICE STANDARD

MEDICAL TRANSPORTATION

- Available to all RWPA eligible clients
 - One Day Bus Pass
 - Gas Voucher
 - Van Transportation
 - Ride Sharing

- Access to HIV related health and support services
 - Doctor Appointments
 - Medical Case Management Appointments
 - Mental Health and Substance Abuse Treatment Appointments
 - Support Groups
 - Dental Appointments
 - Lab Work
 - Pharmacy Visits
 - Grocery Store/Food Pantry



CLARK | MOHAVE | NYE COUNTIES
 RYAN WHITE PART A (RWPA) HIV/AIDS PROGRAM
 LAS VEGAS TRANSITIONAL GRANT AREA (TGA)

MEDICAL TRANSPORTATION—SERVICE STANDARDS

Drafted by Part A Recipient Office September 2021	Approved by Part A Planning Council May 2017
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Reviewed by Part A Recipient Office September 2021	Revised by Part A Recipient Office September 2021	Approved by Part A Planning Council September 2021
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IMPORTANT: All Las Vegas Transitional Grant Area (TGA) service providers must adhere to the Las Vegas-TGA [Universal Service Standards](#). Please read the [Universal Service Standards](#) prior to reading the service standards below.

Service Description

Medical Transportation is the provision of nonemergency transportation services that enables an eligible client to access or be retained in core medical and support services.

Program Guidance

Medical transportation may be provided through:

- Contracts with providers of transportation services
- Mileage reimbursement (through a non-cash system) that enables clients to travel to needed medical or other support services, but should not in any case exceed the established rates for federal Programs (Federal Joint Travel Regulations provide further guidance on this subject)
- Purchase or lease of organizational vehicles for client transportation programs, provided the recipient receives prior approval for the purchase of a vehicle
- Organization and use of volunteer drivers (through programs with insurance and other liability issues specifically addressed)
- Voucher or token systems

Costs for transportation for medical providers to provide care should be categorized under the service category for the service being provided.

Unallowable costs include:

- Direct cash payments or cash reimbursements to clients
- Direct maintenance expenses (tires, repairs, etc.) of a privately-owned vehicle
- Any other costs associated with a privately-owned vehicle such as lease, loan payments, insurance, license, or registration fees



MEDICAL TRANSPORTATION REFERRALS

- Submitted through CAREWare
- Clients should not self-refer
- Referrals should include
 - Brief description of the reason for the referral
 - Upcoming appointments dates
 - Vetted/Confirmed

Comments from employee making referral:	Client is seeking medical transportation assistance, for upcoming medical/support appointments. Client does not qualify for other community transportation programs. Appointment verification documents in attachments Dr. Appt- 4/4/22 Dental Appt- 4/10/22 Support Group-4/6/22, 4/13/22, 4/20/22, 4/27/22 Grocery Store- 4/3/22, 4/17/22
Name of employee completing referral:	<input type="text" value="T. Evans"/>

Referrals can be rejected if information is missing

RWPA Medical Transportation Funded Agencies

AFAN

COMC

NARES

Nye County

NCHC



MEDICAL TRANSPORTATION SERVICE PROVIDERS

AFAN

Contact Information:

-Main Office Number-702-382-2326

Bus Passes

COMC

Contact Information:

Josefa Ozaeta

702-657-3873 ext. 113

jozeta@nvcomc.org (secure email)

Bus Passes



MEDICAL TRANSPORTATION SERVICE PROVIDERS

NARES

Contact Information:

Lacey Kennedy

702-862-0899

Rideshare (Uber)

Comments from employee making referral:

Client is seeking medical transportation assistance, for upcoming medical/support appointments. Client has history of missing multiple appointments when using bus passes and fall out of care. Client would benefit from rideshare transportation. Appointment verification documents in attachments

Dr. Appt- 4/4/22,4/11/22, 4/18/22, 4/25/22

Dental Appt- 4/10/22

Support Group-4/6/22, 4/13/22, 4/20/22, 4/27/22

Case Management Appt- 4/3/22, 4/17/22

Name of employee completing referral:

T. Evans



MEDICAL TRANSPORTATION SERVICE PROVIDERS

Nye County

Contact Information:

Anita Lockhart

alockhart@co.nye.nv.us

Van Transportation, Gas Vouchers

- Nye County

North Country HealthCare

Contact Information:

Carrie St Amand

Lino Garcia

Faith Herrera

Main Office Number 928-718-4530

Gas Vouchers, Bus Passes, Taxi, and Rideshare

-Kingman, Bullhead City, and Lake Havasu City, Laughlin



Do you need a ride to your Medicaid health care provider?

We are MTM, Nevada's NEMT broker. We provide rides for eligible Medicaid recipients. Call us to set up a ride to your medical appointments if you have no other way to get there.

How do I schedule a ride?

Call us at **1-844-879-7341**. We encourage you to call at least three business days before your appointment. We schedule routine trips Monday through Saturday from 7 a.m. to 6 p.m. You can schedule urgent trips 24 hours a day, seven days a week.

Please have the following information when you call:

- Your name and Medicaid ID number
- Your home address and phone number
- Your doctor's name, phone number, and address
- The date and time of your appointment
- Any special needs, including if you need someone to ride with you

You can also use our MTM Link Member Portal and mobile app to book your rides without calling MTM. This convenient option lets you book your rides quickly and easily, without waiting on hold to speak to a representative. Visit mtm.mtmlink.net to get started. Please note, paratransit rides must be booked by calling MTM.

How do I cancel or reschedule my ride?

Call MTM as soon as possible at **1-844-879-7341** if you need to cancel your trip or make any changes.

You can also use the MTM Link Member Portal and mobile app to cancel or modify your rides through



What do I do once my ride is set up?

- Be ready for your ride at least 15 minutes prior to the scheduled pick-up time.
- If you scheduled a ride back, your driver should pick you up less than 15 minutes after your visit is over. Call MTM at **1-844-879-7341** if your driver is late or does not pick you up.
- If your visit is over and you did not schedule a ride back, call MTM at **1-844-879-7341**. The driver should arrive in less than one hour. Call MTM back if you have waited longer.

What do I do if my ride is late?

Call MTM at **1-844-879-7341** if you have waited:

- More than 15 minutes after the pick-up time scheduled during the original ride request
- More than one hour after calling MTM to schedule a return ride, if a return ride was not scheduled during the original request

How does MTM decide what kind of ride I need?

You will receive the level of transportation that is most appropriate for your medical condition. We may consult your health care provider. Based on your needs, we will offer you:

- Mileage reimbursement if you, a friend, or family member can drive to the appointment
- Fixed route bus tickets or paratransit services
- Sedan, van, taxi, or ridesharing services, which may include Uber or Lyft
- Vehicle services equipped to transport wheelchairs and stretchers

What if I have a car and can drive myself?

We may be able to reimburse you, a friend, or a family member to drive you to your appointments. Ask us about this program when you call to schedule your trip.



How do I file a complaint or concern about MTM's services?

We want to always provide excellent service. Call MTM's We Care Line at **1-866-436-0457** if you have a complaint about your service. We will follow up on all complaints. You can also make suggestions about how we can serve you better.

Remember:

- To schedule a ride call **1-844-879-7341** or use the MTM Link Member Portal or mobile app
- You can schedule a ride Monday through Saturday from 7 a.m. to 6 p.m.
- You are encouraged to schedule your ride at least three business days before your appointment
- Have your trip information ready
- To file a complaint call **1-866-436-0457**
- If your ride is late call **1-844-879-7341**

For more information, visit memberportal.net. Enter your zip code to access information about the NEMT program.

Book your rides without calling MTM

Use the MTM Link Member Portal and mobile app. Visit mtm.mtmlink.net to get started.



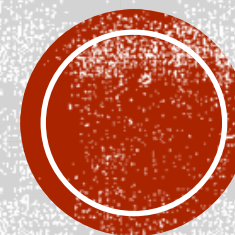
750 Pilot Road, Suites G&H

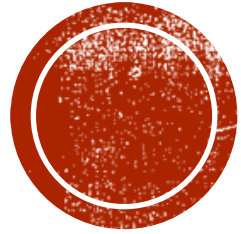


How to Use Nevada Non-Emergency Medical Transportation (NEMT) Services

COMMUNITY RESOURCE MTM

NEVADA NON- EMERGENCY MEDICAL TRANSPORTATION (NEMT) SERVICES





QUESTIONS, COMMENTS, CONCERNS

- **Case Staffing**
- **Networking**
- **Agency Updates**
- **Questions, Comments, Concerns**
- **Next Meeting- 4/28/22**
- **Adjourn**

