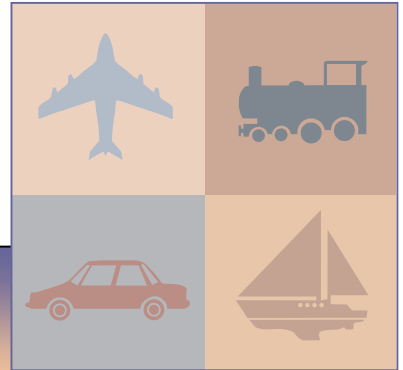


Test your non-emergent transportation skills



Scenario I

At 5:05 on a Friday afternoon, Client A called a physician with acute symptoms that are not life-threatening but cannot wait for the next business day, which would be Monday. The medical provider scheduled a 6:00 p.m. appointment that same evening. It is now 5:20 p.m. and the brokerage is closed. Client A calls a taxi. The taxi arrives at 5:45 p.m. and transports Client A to her medical appointment.

The taxi company contacts the brokerage on Monday at 8:30 a.m. to obtain authorization for the transport.

Can this transport be authorized after the fact?

Answer:

Yes, this transport can be retroactively authorized if the:

- Medical provider is an eligible provider of services under the Medicaid rules.
- Service is a covered Medicaid service.
- Transportation provider is an eligible Medicaid provider.
- Client A was eligible on date of service.

Scenario II

It was 9:05 on a Friday morning when Client B called his physician with acute symptoms that were not life-threatening but could not wait for the next business day, which would have been Monday.

At 9:15 a.m. Client B called a transportation provider. The transportation provider arrived at 10:30 a.m. to take Client B to his medical appointment.

The transportation provider contacted the brokerage on Friday afternoon at 3:30 to obtain authorization.

Would the brokerage authorize this transport?

Answer:

No, Client B should have called the brokerage (or case worker if he's not in a brokerage area). The transportation provider should not have contacted the brokerage, because there was ample time for the client to obtain authorization through the brokerage.

The transportation provider would not be reimbursed for this service, and the provider cannot bill the client for this ride.

Scenario III

Client C scheduled an appointment with her favorite doctor in Portland. Well in advance, Client C called her local brokerage to arrange transportation services. The brokerage screened Client C's request and learned that she lives in Salem.

Would the brokerage authorize this request?

Answer:

No, the brokerage would deny this transportation request. The brokerage would ask Client C to reschedule her appointment with a doctor in the local area before it would authorize and arrange transportation.

Authorization will not be granted based solely on client preference.

Scenario IV

Mom D called her brokerage requesting a ride to the doctor for her 6-year-old son, because she is not able to take him to the appointment.

Mom D asks the driver to walk her son into the designated doctor's office.

Will the brokerage honor this request?

Answer:

No, children under age must have an adult accompany them. The brokerage will ask Mom D to reschedule the medical appointment when an adult is available to accompany her son.

Scenario V

Client E contacts the brokerage to request transportation to an appointment. The brokerage screens her request. Client E refuses to tell the brokerage who her doctor is, why she needs the appointment or what type of service the appointment is for, claiming it is all confidential information.

What will the brokerage do?

Answer:

The brokerage will explain to Client E that this information is needed to verify:

- She is eligible for Medicaid services.
- She is going to a Medicaid-covered service.
- That there is no other transportation resource available.
- That brokerage services are run according to, and monitored by, Medicaid rules.