

Notes: CYBHWG Youth & Young Adult Continuum of Care (YYACC) subgroup

Date: August 11, 2022

Time: 4 to 5:30 p.m.

Leads: Representative Lauren Davis, Representative Carolyn Eslick, Michelle Karnath (parent), and Lillian Williamson (young adult)

Faith-based treatment

Phil Martin, *Teen Challenge*

Highlights

- Teen Challenge was established in 1958, founded by David Wilkerson.
- Teen challenge currently has centers all over the country, with 13 centers in the NW region serving men and women.
- Program primarily serves men and women with addiction and other life-controlling problems, for example gambling, sex addiction, substance use, etc.
- Only residential center in this region serving teen girls: Girls' Academy (Idaho).
- The WA facility can accommodate up to 20 men when the facility is full; if there is no space or another facility is a better fit, they will send the individual to another facility, including in Tri-Cities, Spokane, or to another state.
- Prefer to keep individuals in the Teen Challenge facilities, if possible, but will refer to another agency; it's important to find the right resource for individuals in need of services.
- At 10 months of the 1-year program, individuals begin working on an exit plan, ensuring they have stable employment, a local church, etc.
- Absolute Ministries is the next level of residential care, if needed, with an additional year in the program offering job skills, etc.
- Rep. Eslick visited Absolute Ministries, consists of 6 guys to a duplex, 2 to a room, with some staying up to 2 years.
- Teen Challenge has an ongoing relationship with Absolute Ministries with regular visits and transportation needs.
- Absolute Ministries was started by Teen Challenge graduates.

Non-emergency medical transportation

Stephen Riehl (HCA) and Ann Kennedy, Paratransit Services (South Sound and Olympic Peninsula)

See page 3 for slides

Highlights / Q&A

- I rarely hear of an adult in substance use disorder (SUD) treatment getting this service. Why aren't these services being offered in other areas of need?
I suspect it's an issue of provider education. Residential providers expect people to get their own transportation. When an issue comes to my attention, it is almost always a communication or education issue. Another factor is there are parts of the state where it is more difficult to get services due to driver shortages.
- Can HCA send an e-mail blast? Can you come talk/present to providers?
*We do a lot of trips for SUD, methadone, mental health, residential and inpatient. The ones we work with, generally direct people to us who say they don't have transportation. Question is where is the breakdown and who needs the information?
We are happy to present anywhere, but we also want brokers to get involved – more direct connection. We'll keep our ear to the ground.*
- This is an issue specifically for transition age youth. How do you know where to look for it?

- Need more education for specific providers.
- Another issue: After-hours needs – what do you do then?
- Sometimes it's a shared ride service. In certain situations, minors can be transported on their own – mental health appts, etc.

Paratransit Services – PACT survey

- Program of Assertive Community Treatment (PACT) - an evidence-based, community-based treatment.
- The program is for 18 and older and is not in every county.
- A parent built the PACT survey, which takes 5-10 minutes to complete.
- Goal of the survey is to gather data from families with lived experience in the system to improve service, an example is WISe for adults.
- [PACT survey link](#); for questions contact pactwa.study@gmail.com

Attendees:

Kashi Arora, Seattle Children's

Avreayl Jacobson, King County Behavioral Health and Recovery

Ann Kennedy, Paratransit Services

Laurie Lippold, Partners for Our Children

Rachel Burke, Health Care Authority (HCA)

Taku Mineshita, Department of Children Youth and Families (DCYF)

Maranda Heckler, Columbia River Mental Health Services

Phil Martin, Adult and Teen Challenge

Renee Tinder, Department of Health (DOH)

Jerri Clark, Partnership for Action Voices for Empowerment (PAVE)

Christian Stark, Office of Superintendent of Public Instruction (OSPI)

Tina Burrell, HCA

Liz Venuto, HCA

Amanda Lewis, HCA

April Thompson, DCYF

Jim Theofelis, NorthStar Advocates



Non-Emergency Medical Transportation (NEMT)

Stephen Riehl
NEMT Overview
Medicaid Program Division/Community Services
August 11, 2022

NEMT Mission

- Provide access to necessary non-emergency medical services for all eligible Medicaid clients who have no other means of transportation.
- Ensure broker compliance through performance-based contracts.
- Maintain program integrity through data driven program management and decision making.

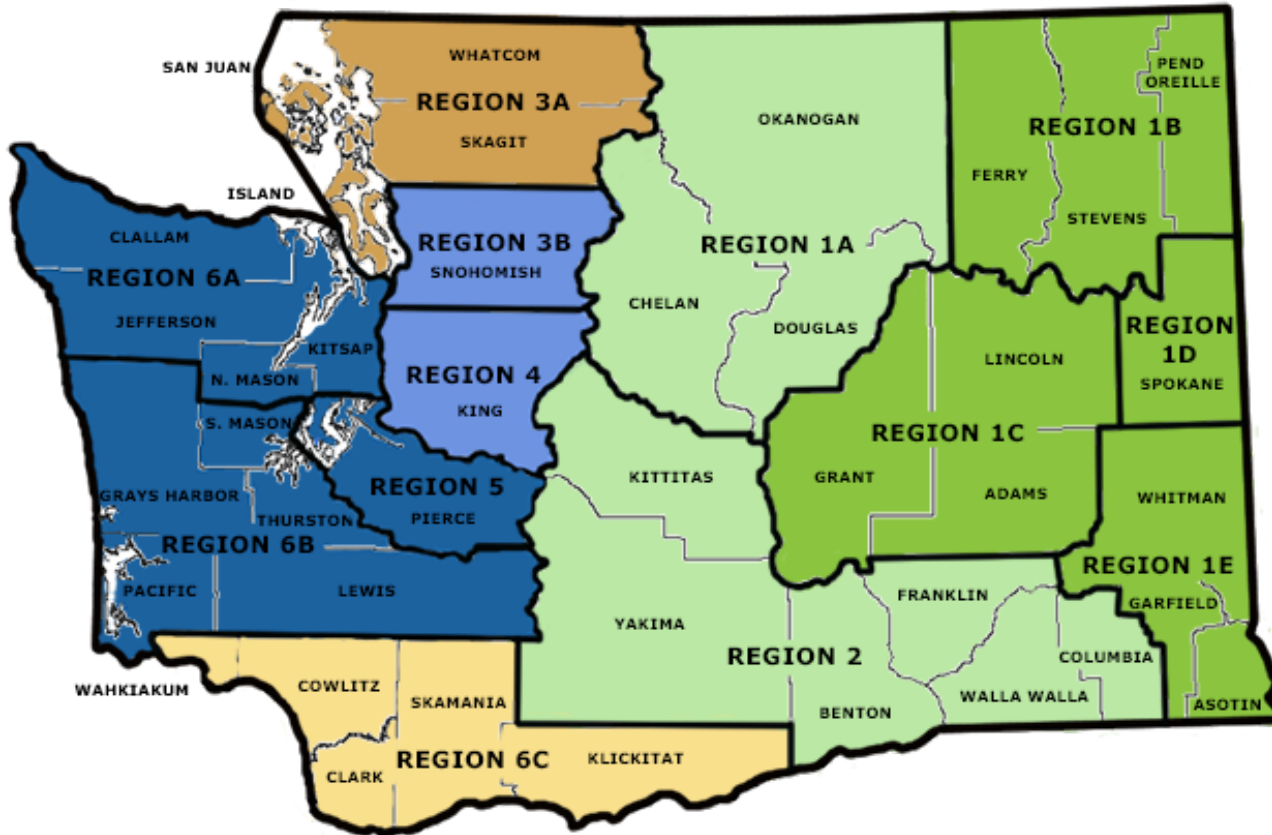
Broker Transportation

The NEMT program is administered by the Health Care Authority (HCA) through six contracted transportation brokers serving thirteen regions statewide.

Broker Requirements

- Follow all program rules outlined in **WAC(s) 182-546-5000 through 6200**
 - Staff a customer service call center located within the regions they serve
 - Ensure trips are to Medicaid covered services and for eligible clients
 - Preauthorize all transportation requests
 - Maintain a network of local transportation providers in their regions
 - Select type of transportation mode that is:
 - Appropriate to a client’s medical condition and capabilities
 - Lowest cost available
 - Accessible
- Contracted agencies are “true brokers” and cannot provide trips themselves.*
- 42 CFR 440.170(4) Brokerage Administration of NEMT*

Broker Map



Paratransit Services

Northwest Regional Council

People For People

Hopelink

Community In Motion

Special Mobility Services

Broker Responsibility

- Arranges for transportation to healthcare services within a client's local medical community;
- May arrange for transportation outside the local community if justification or medical necessity is provided
 - *Typically, the client's primary care provider submits documentation of medical necessity to the broker for a client to access services outside of their local community*

**A client's freedom of access to health care does not require the agency to cover transportation at unusual or exceptional cost in order to meet a client's personal choice of provider. WAC 182-546-5000(4)*

Eligibility for Transportation

Clients must:

- Have no other transportation resources available to them
- Be Medicaid eligible (or Dual: Medicaid & Medicare)
- Obtain medical services covered by their benefit services package (BSP) that are medically necessary
- Receive services from a Medical Provider that is an HCA enrolled provider or contracted with an HCA contracted managed care plan

Requesting Services

Eligible clients can call their local broker to request transportation for:

- **Scheduled trips:** must request **2** business days in advance of trips (up to 14 days in advance)
- **Urgent Call & Hospital Discharges:** requests accepted depending on available transportation resources. The NEMT program allows trips to urgent care but not to the Emergency Department (ED)

Modes of Transportation

- Brokers ensure client resources & lowest cost transportation are used first, based on each **client's mobility & personal capabilities**.
- Clients are screened for **most appropriate & cost-efficient mode**:
 - **Personal Vehicle** (mileage reimbursement, gas vouchers, gas cards)
 - **Volunteer Drivers** (base rate, mileage reimbursement)
 - **Public Transit** (bus fare, daily tickets, monthly passes)
 - **Shared Rides/Multiple Passengers**
 - **Wheelchair Van**
 - **Taxi**
 - **Ferries, Water Taxi**
 - **Tickets for commercial bus, rail, air**
 - **Stretcher Pilot**
 - Started May 2021 as a cost savings measure and to expand client access.
 - Still very limited with only a few service providers in the state able to perform these types of trips
 - The client must be safe to transport-do not require securements or medical attention while in route.

Broker Contact Information

Northwest Regional Council

Counties: Island, San Juan, Skagit, Whatcom

Toll Free: 1-800-860-6812

Paratransit Services

Counties: Clallam, Grays Harbor, Jefferson, Kitsap, Lewis, Mason, Pacific, Pierce, Thurston

Toll Free: 1-800-756-5438

Hopelink

Counties: Snohomish and King

Toll Free: 1-800-923-7433

Community In Motion

Counties: Clark, Cowlitz, Klickitat, Skamania, Wahkiakum

Toll Free: 1-800-752-9422 Option 1

People For People

Counties: Benton, Chelan, Columbia, Douglas, Franklin, Kittitas, Okanogan, Walla Walla, Yakima

Toll Free: 1-800-233-1624

Special Mobility Services

Counties: Adams, Asotin, Ferry, Garfield, Grant, Lincoln, Pend Oreille, Spokane, Stevens, Whitman

Toll Free: 1-800-892-4817

Questions?

NEMT Section Supervisor:

Stephen Riehl, 360-725-1441, stephen.riehl@hca.wa.gov

NEMT Program Staff:

James Walters, 360-725-9791, james.walters@hca.wa.gov

Emily Horton, 360-725-1721, emily.horton@hca.wa.gov

NEMT Mailbox:

HCANEMTTRANS@hca.wa.gov

NEMT Website:

www.hca.wa.gov/transportation-help