

## **Non-Emergency Medical Transportation (NEMT) for Health Home Clients**

Beginning April 1, 2015, transportation may be provided to Health Home clients for services when the client is homeless, or lives in an unhealthy or unsafe environment. A Care Coordinator may request a non-emergency medical transportation to alternate locations to conduct care coordination services such as, developing the Health Action Plan (HAP), obtaining consent to participate or to administer health assessments.

### **To use NEMT services:**

1. Only the Care Coordinator can request NEMT for the Health Home client. The client must be behaviorally and medically stable and safe to transport.
2. The Care Coordinator must identify an alternate location where he/she may meet the client in person. Examples of acceptable alternate locations include but are not limited to:
  - A medical office or behavioral health setting
  - A community-based social or health services location such as senior center, community services office, area agency on aging, or local health department
3. The Care Coordinator must ensure the availability of the alternate location prior to scheduling the transportation.
4. NEMT for clients can only be used when providing a qualifying Health Home service and is limited to the following distance standards:
  - Within 10 miles of the beneficiary's residence in urban/suburban areas
  - Within 25 miles of the beneficiary's residence in rural areas

Exceptions may be made to the distances criteria on a case-by-case basis in remote areas of the state and be approved by HCA. To request an exception, the Health Home lead entity with whom the client is enrolled must request the approval by sending an email to [healthhomes@hca.wa.gov](mailto:healthhomes@hca.wa.gov). Include the client name and ProviderOne ID, and the reason for the exception. HCA will notify the Health Home lead entity and the transportation broker of approved exceptions to the distance standards.
5. The Care Coordinator must complete the Request Form for Non-Emergency Medical Transportation (NEMT) for Health Home Services; FAX the form to the NEMT broker and maintain a copy in the patient file for audit purposes.

### **A list of contracted regional transportation brokers can be found at:**

[www.hca.wa.gov/medicaid/transportation/Pages/phone.aspx](http://www.hca.wa.gov/medicaid/transportation/Pages/phone.aspx)

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