

# Molina Complete Care

## Member Non-emergency Medical Transportation frequently asked questions

### What is non-emergency medical transportation (NEMT)?

NEMT is a transportation service provided to members who need to get to and from medical services but have no means of transportation. These services are not for life-threatening situations.

Note: NEMT benefits are not applicable to FAMIS members.

### As a Molina Complete Care (MCC) member, do I have to pay for NEMT?

No—MCC makes rides available at no cost to you for transportation to covered services (e.g. appointments or the pharmacy). MCC works with Veyo to provide these no-cost rides for you.

### What is Veyo?

Veyo is the company we use to schedule and coordinate your rides to appointments. Veyo works with your transportation driver to make sure you get to your appointment on time.

### What types of transportation services are available through Veyo?

- Mileage reimbursement
- Public transit (bus passes)
- Ambulatory (standard car/van)
- Wheelchair van
- Stretcher van
- Bariatric stretcher and wheelchair
- Ambulance – Basic Life Support (BLS) and Advanced Life Support (ALS)

### When can I use NEMT services?

You can schedule a ride if all of these are true:

- You are an MCC member in the Medallion 4.0 program

- You need transportation to a service covered by MCC.
- You can't get to your appointment another way. Other ways to get there might include:
  - A ride with a neighbor, family member or friend
  - A volunteer group who can take you
- You schedule your ride at least 3 business days (72 business hours) ahead of time for routine appointments.

## Can children use transportation services without an adult riding with them?

- Children 13 to 17 years of age may travel without an adult. However, a Consent and Acknowledgement form must be signed by the parent/guardian and filed with MCC.
- For children under 13 years of age, please contact MCC Member Services at 1-800-424-4518 (TTY 711).
- Emancipated minors that are at least 16 years old can ride alone without signed consent.

## What if I have an emergency?

Emergency ambulance trips are not arranged through Veyo. If immediate medical treatment is required, please call 911!

## What information do I need to schedule a ride?

- Your first and last name.
- Your 12-digit Virginia Medicaid identification number.
- The address where you would like to be picked up. This is usually your home address.
- The best telephone number to reach you.
- The name, office address and office phone number of the doctor or service provider that your appointment is scheduled with.
- Your appointment date and time.
- The type of provider you will see (e.g. primary care provider, specialist, behavioral health, dental, etc.).
- Whether you will need to arrive early (for paperwork or getting around a big facility).
- The type of vehicle you need for transport (e.g. standard car, wheelchair van, stretcher, bariatric wheelchair or stretcher, etc.).

## How can I schedule a routine trip?

- Please call Veyo at 1-833-273-7416 to schedule your ride.
- Call and schedule your trip as early as possible. Your trip must be scheduled at least 3 business days (72 business hours) before your appointment for routine services.
- If you do not call 3 days ahead, you may not be able to schedule a ride. This means that you may have to reschedule your appointment or find another way to get there.
- Call Veyo between 8 a.m. and 8 p.m. local time, Monday through Friday.
- Have all required information ready. Check the previous section for the needed information.

## Do I need to share the appointment time I have with Veyo?

Please share your scheduled appointment time with Veyo. Let them know if you need to be early.

For the return ride, please share the actual time that you will be ready to leave the facility.

If you don't know when you will be ready to leave, let us know. We will set the return ride as a "will-call" trip. This means that you "will call" Veyo at 1-833-273-7416 when you are ready to leave.

A ride will arrive within 45 minutes of your call. If the ride doesn't show up please call the telephone number listed above for assistance.

## How do I schedule an urgent trip?

- Gather your appointment information the same as you would for a routine trip.
- Call Veyo at 1-833-273-7416 to schedule your ride.
- Veyo after-hours staff will schedule hospital discharges and other approved urgent trips.

## How early should I be ready for pickup?

Please be ready for pickup one hour before your appointment time.

## Who can I call to find out when my ride will arrive?

Please call Veyo at 1-833-273-7416 and follow the prompts.

## How can I cancel a scheduled trip?

To cancel your trip, please Veyo at 1-833-273-7416. Please be sure to cancel as soon as you know that you won't need the ride.

If you are canceling a ride that is part of a trip series, please let Veyo know if you are canceling only one specific date, or if you are canceling all the future trips in the series.

## When will I need a prior authorization (special approval ahead of time) for booking trips?

- For any one-way trip that is over 50 miles.
- For recurring trips, meaning 3 or more trips in one week to the same location.
- For trips that require more than one additional passenger to travel with you.

## How can I ask for a prior authorization?

Please schedule your trip with Veyo at 1-833-273-7416. Veyo sends all prior authorization requests to MCC for review. For questions about prior authorizations, please call MCC Member Services toll free at 1-800-424-4518 (TTY 711) from 8 a.m. to 8 p.m. local time, Monday through Friday.

## How long is a prior authorization good for?

For dialysis trips, a prior authorization is good for 6 months. For all other services, the authorization is good for 3 months. You will need to ask for another prior authorization after this time.

## What is mileage reimbursement?

Mileage reimbursement is payment for transportation to covered services provided by the member, a friend or family member.

## How does mileage reimbursement work?

- Call Veyo at 1-833-273-7416 to schedule the trip. Be sure to tell the Veyo that the trip will require mileage reimbursement.
- Go to <https://va.mccmileage.com/> to print a Driver Registration Form and Mileage Reimbursement Form. You can also call Veyo and ask for these forms to be mailed to you.
- At your scheduled appointment, have your service provider sign the Mileage Reimbursement Form.
- Submit the Mileage Reimbursement Form to Veyo by mail, fax to 1-855-667-2557 or online at <https://va.mccmileage.com/>.
- Veyo will process the reimbursement request and provide payment either by paper check or direct deposit.

## What happens if there is an emergency weather event?

All weather conditions are monitored when trips are scheduled. If the conditions are not safe for travel, you will receive a call to reschedule your appointment. You may call Veyo at 1-833-

273-7416 or MCC Member Services at 1-800-424-4518 (TTY 711) for assistance or questions related to weather emergencies.

All passengers who have been taken to an appointment will be picked up and taken home.

## What are the required standards for transportation providers?

Drivers must pass several trainings and background checks. These standards include, but are not limited to:

- Americans with Disabilities Act (ADA) and Health Insurance Portability and Accountability Act (HIPAA) regulation training
- Sensitivity and professionalism training
- Customer service expectations
- Compliance with protocols and contractual obligations
- Cardiopulmonary Resuscitation (CPR) and first aid certification
- State background check
- Rigorous vehicle inspection

## What can I do if I would like to file a complaint about my transportation?

To file a complaint, please contact Veyo Quality Assurance at 1-833-273-7416 or MCC Member Services at 1-800-424-4518 (TTY 711).

## How can I find out more about extra benefits?

You can call Member Services at 1-800-424-4518 (TTY 711) or check your member handbook or MCCofVA.com for more details.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-424-4518 (TTY 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-424-4518 (TTY 711) 번으로 전화해 주십시오.

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This brochure is available for free in other languages and formats including online, in large print, Braille or Audio CD. Call

Member Services at 1-800-424-4518 (TTY 711) toll free from 8 a.m. to 8 p.m. local time, Monday through Friday.