

Molina Complete Care

Provider non-emergency medical transportation overview

Introducing Veyo: Our vendor for non-emergency medical transportation

Molina Complete Care (MCC) contracts with Veyo for non-emergency medical transportation (NEMT) services for our members. MCC knows members need reliable transportation to access care in their communities. Veyo utilizes various technologies to enhance coordination of member transportation. Veyo provides reliable, punctual transportation services and exceptional customer service for our members. Veyo is responsible for:

- Taking reservations from members, healthcare facilities, medical providers, caregivers and caseworkers for NEMT trips
- Contracting with third-party transportation providers
- Providing payment for NEMT claims

Is there a cost to members for transportation services?

Transportation to eligible appointments/services is a covered benefit for MCC members. Members receive the transportation benefit at no cost.

What should you know before booking a trip for a member?

- The member must be enrolled in Medicaid and must be an MCC member. They must be attending a covered service and have no other means of transportation. NEMT is offered to members that cannot drive themselves and/or do not have a neighbor, friend, relative or voluntary organization that can transport them to a covered appointment.
- The member (or provider acting on behalf of the member) must request transportation a minimum of three business days (72 hours) in advance.
- Members should be ready for pickup one hour before their appointment 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)

How do I schedule a ride for a member?

To request transportation on behalf of an MCC member, please call Veyo at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members.*

Please call to schedule at least three business days (72 hours) before the member's healthcare appointment. If you call within 72 hours of the appointment and the trip is not urgent, the member may need to set up their visit for a different date. The call center's hours of operation are 8 a.m. to 8 p.m. local time, Monday through Friday. During non-operating hours, representatives are available for assistance with hospital discharges and other covered urgent trips.

When scheduling the trip, please keep in mind that the driver may drop off the member at your facility at the scheduled appointment time. If it is a large facility or the member needs to arrive before the appointment time, please factor this in when scheduling transportation.

How do I cancel a scheduled trip for a member?

To cancel a scheduled trip for an MCC member, please call Veyo at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members.*

Please let Veyo know as soon as the member cancels his or her appointment with you. Please communicate with the member to let them know that you have cancelled their trip reservation. Veyo will cancel the scheduled trip and notify the assigned transportation service provider that the trip will no longer be occurring.

How do I schedule a recurring trip for a member?

A recurring trip is a trip to the same location more than once per week, for more than two weeks. Recurring trips for MCC members can be scheduled by calling Veyo at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members.*

When will a member need MCC's prior authorization for booking trips?

- For any one-way trip that is over 50 miles.
- For recurring or "blanket" trips, meaning more than once per week, for more than two weeks to the same location. Blanket trip authorizations for transport to dialysis services will be valid for six months. Blanket trips authorizations for transport to non-dialysis services will be valid for three months.

How can a member or provider working with a member request prior authorization?

Transportation should be scheduled with Veyo using the standard process. Veyo will then submit any trips requiring prior authorization to MCC for review. For questions regarding prior authorizations, please call MCC Member Services toll free at 1-800-424-4524 (TTY 711) for CCC Plus members or 1-800-424-4518 (TTY 711) for Medallion 4.0 members.

What time should I use when requesting transportation for a member?

Please use the actual time the member needs to arrive at the facility. Do not use appointment time. For the return ride, please use the actual time the member will be ready to leave the facility. If the return time is not known at the time of the reservation, Veyo will assign the return trip as a will-call trip. Please call Veyo to request a return trip pick up at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members.

A transportation provider will arrive within 45 minutes following a will-call request.

Who do I call to get an estimated time of arrival for a member's transportation?

Please call Veyo at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members and then follow the prompts.

What should I do if a member does not arrive for their scheduled appointment?

First, call the member to verify that he or she did not cancel transportation or their appointment. If the member did not cancel the transportation, please check on the status by calling Veyo at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members.*

If you are unable to reach the member, please call the appropriate number above to resolve the issue.

Are there requirements and standards in place for transportation providers to promote safe, high quality services?

Prior to providing transportation services to any member, all of Veyo's drivers go through extensive onboarding which includes, but is not limited to:

- ADA and HIPAA regulation training
- Sensitivity and professionalism training
- Customer service expectations
- Compliance with Veyo protocols and contractual obligations

- CPR and first aid certification
- State Level 1 background check
- Rigorous vehicle inspection

What happens if there is an emergency weather event?

Veyo monitors all weather conditions when scheduling and accommodating trips. If the conditions are not safe for travel, the member will receive a call to reschedule his or her appointment. The member should then inform you of the cancellation. All passengers who have been taken to an appointment will be picked up and taken home.

Where can I find more information about Veyo and transportation?

Please visit Veyo's website at veyo.com. Mileage reimbursement information is available at va.mccmileage.com.

What does a member do if he or she wants to file a complaint?

To file a complaint, a member can contact Veyo at 1-877-790-9472 for CCC Plus members or 1-833-273-7416 for Medallion 4.0 members.*

How do I become a Veyo transportation provider?

Email documents@veyo.com to start the credentialing process to be a Veyo transportation provider.

** MCC Member Services can be called for help with any of the above services at 1-800-424-4524 (TTY 711) for CCC Plus members, or 1-800-424-4518 (TTY 711) for Medallion 4.0 members.*