

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: SOUTH CAROLINA

METHODS OF PROVIDER TRANSPORTATION

The South Carolina Department of Health and Human Services shall ensure the provision of Non-Emergency Medical Transportation (NEMT) services through a Transportation Broker (Broker) model. The program covers transportation to and from health care services when those services are covered under the Medicaid State Plan. These services shall be provided to Medicaid Members eligible to receive fee-for-service NEMT services. The broker is an independent, non-governmental entity and may not itself provide transportation under the contract with the State, or refer to or subcontract with a transportation provider with which it has a financial relationship. The Broker shall comply with state and federal laws and regulations and the South Carolina State Plan for Medical Assistance. Federal regulations regarding NEMT services are described in 42 CFR 440.170.

NEMT services shall be provided within each region prior to January 2018 and statewide beginning thereafter. The Broker must fulfill all verified trip requests and must ensure that all trips are completed safely, on-time, and in compliance with all state and federal regulations and the South Carolina State Plan for Medical Assistance. SCDHHS expects the Broker to coordinate the delivery of trip coverage twenty-four (24) hours a day, seven (7) days a week, through written contracts for the delivery of NEMT services. The Broker shall process trip requests directly from eligible members or from facilities on behalf of an eligible member for approved NEMT services within the South Carolina Medical Service Area (SCMSA).

NEMT transportation shall include:

- City or County public transportation;
- Gas reimbursement programs;
- Ambulatory transportation;
- Wheelchair transportation;
- Stretcher transportation;
- Basic Life Support ambulance transportation;
- Advanced Life Support ambulance transportation;
- Specialized transportation including transportation for bariatric patients;
- Air Ambulance;
- Intrastate public conveyance (bus, train, aircraft).

The Broker(s) shall be responsible for the administrative oversight of the NEMT program as outlined in the contract with SCDHHS and shall:

- Recruit and negotiate contracts with to ensure an adequate network of qualified transportation providers;
- Establish and operate a call center;
- Determine the most appropriate level of transportation for members;
- Schedule trip assignments for covered services to eligible members and escorts;

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- Process and pay transportation providers for approved NEMT services rendered;
- Ensure compliance of transportation providers with NEMT Broker contract terms and conditions;
- Monitor fraud and abuse and make referrals to SCDHHS' Program Integrity Department as appropriate;
- Perform quality assurance activities that include but are not limited to, corrective action plans, federal and state required audits/reviews and monitoring complaints;
- Produce management and performance reports in a timely manner.

GENERAL DESCRIPTION OF SERVICES EXCLUDED FROM THE NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) BROKER PROGRAM

A. Emergency Ambulance Services

Emergency ambulance services is a Medicaid covered service that is delivered outside of the NEMT Broker program. These services are available through the emergency management system, which typically originates with a call to 911. Medical necessity for ambulance transport is established when the member's condition warrants an emergency transport for the purpose of receiving services covered under the Medicaid State Plan. Emergency ambulance services shall also include air ambulance transport by fixed and rotary wing aircraft. Emergency ambulance services are covered by Medicaid for the fee-for-service members and by the Managed Care Organizations (MCOs) for the managed care enrolled members.

B. Special Needs Transportation

Special Needs transportation services is a Medicaid covered service that is delivered outside of the NEMT Broker program. State agencies provide special needs transportation to designated populations under contract with SCDHHS. Identified state agencies that provide this transportation are the School for the Deaf and Blind, the Department of Social Services, Continuum of Care and the Department of Education. The special needs populations approved for these services are generally comprised of unescorted children, consumers of some mental health and therapeutic services and other special Medicaid eligible members with unique transportation needs. Transports are generally provided for Medicaid eligible members to mental health or behavioral treatment services at community-based providers. Special needs transportation services are covered by Medicaid as fee-for-service, regardless of the member's enrollment in a Managed Care Organization (MCO).

Nursing Home Non-Emergency Medical Transportation

Non-emergency medical transportation (NEMT) for nursing home residents is a Medicaid covered service that is delivered outside of the NEMT Broker program. Nursing homes are responsible for arranging and paying for all NEMT transportation costs for their residents. Nursing home rates contain a NEMT component, allowing nursing homes to obtain NEMT services for their residents from any qualified transportation provider, as defined by the South Carolina Office of Regulatory Staff and the South Carolina Department of Health and Environmental Control.

Access to Non-Emergency Transportation for Dual Eligible Beneficiaries Receiving Medicare Part D Outpatient Drugs

Transportation to and from a pharmacy to obtain Part D prescription drugs is covered for full benefit dual eligible beneficiaries and is provided through the Broker. No transportation to and from a pharmacy is available when the pharmacy delivers or can provide medications by mail order.

Coverage of Meals, Lodging and Escorts:

In-state and out-of-state services for transportation, lodging and meals for members and escorts related to covered services shall be limited to prior approved arrangements and reimbursement as determined to be appropriate by the Broker of SCDHHS. When the State, in its sole discretion, determines it to be efficient, cost effective and medically necessary, an escort may accompany the recipient to and from covered medical services. The Broker will make a case-by-case determination of the type of lodging arrangements and amount of reimbursement as may be appropriate for in-state lodging and meals for beneficiaries and escorts.

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The Division of Medicaid attests that all the minimum requirements outlined in 1902(a)(87) of the Act are met.

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