Wellcare NC NEMT FAQs

> To schedule non-emergency transportation services, call:
>
> One Call directly at 1-877-598-7602
>
> Wellcare Member Services at 1-866-799-5318 and select "Transportation"
>
> Business Hours are 8 am – 6 pm EST Monday - Saturday

1. How do members schedule NEMT?
   a. Members contact One Call at **1-877-598-7602**. Normal business hours are 8 a.m. – 6 p.m. EST Monday – Saturday. Members can also contact the Wellcare Member Services department at **1-866-799-5318** and select "*Transportation*" to be connected to One Call.
   b. Advance Notice: It is recommended that members make transportation requests at least two (2) days in advance
   c. Transportation will be scheduled so that the member:
      i. Arrives on time for the appointment, but no sooner than one hour before the appointment;
      ii. Doesn't have to wait more than one (1) hour after the conclusion of the treatment for transportation home;
      iii. Doesn't have to be picked up prior to the completion of treatment
   d. An attendant should be included for trips with members under the age of eighteen (18), (unless emancipated), and members with special medical, physical or mental impediments. The attendant may or may not be the parent. There is no additional cost to the member or attendant to be included.
   e. For Urgent Trip Requests, members should contact One Call at **1-877-598-7602** during normal business hours. Agents are available after hours for urgent trip requests by selecting "*Urgent Trip Request*" when members call.
2. What is required for a member wanting to schedule NEMT?
   a. Once a member calls One Call, they will be asked a series of questions to confirm their eligibility and type of NEMT service needed.
      i. If the member is eligible for transportation services and no Level of Need (LON) or prior authorization is required the trip will be scheduled and reminder notifications will be provided to member in preparation for the trip.
      ii. If a mode other than sedan is requested, a Level of Need (LON) form will need to be signed by their PCP or treating physician and submitted to One Call.

   iii. If during the call with the member it is determined the NEMT service requires prior authorization, One Call will inform Wellcare. WellCare will then contact the member's primary care physician or treating provider to complete the steps for prior authorization. Once approved, One Call will follow up with the member to finish scheduling the appointment. Transportation services requiring authorization include:

     1. Trips greater than 75 miles one-way
     2. Out-of-state trips (40+ miles over border)
     3. Trips requiring air transport, and
     4. Trips requiring flights, lodging, or meals

   iv. If a member is seeking mileage reimbursement, he or she should call One Call in advance of the appointment to schedule the trip. One Call will advise members of the necessary steps for reimbursement including submission of the reimbursement form and required documentation to One Call.

3. What does a member do if a provider visit is cancelled or changed and they have an NEMT scheduled?
  a. Call One Call to change or cancel the trip.

4. What if a member has multiple children and no care for the other children that do not have an appointment?
  a. If appropriate, additional passengers can be included in transportation. The member needs to discuss this information with One Call when scheduling transportation services. This will help so an appropriate vehicle is made available. There will be no additional cost to the member.

5. What if a member has multiple children with different coverage that need to be transported to the same appointment?
  a. One Call will coordinate transportation service with other PHPs as needed. There will be no additional cost to the member.

6. What is needed for mileage reimbursement?
  a. The member calls One Call in advance of the appointment to schedule the trip. One Call will advise members of the necessary steps for reimbursement including submission of the reimbursement form and required documentation to submit to One Call.

7. What does a member do if a NEMT driver does not show up?
  a. Call One Call. One Call will help the member get to where they need to go by contacting the provider to determine where he/she is. They can also arrange for another driver to get the member where they need to go.

8. What does a member do if they have concerns about NEMT driver conduct?
  a. Call One Call. One Call will address the issue and coordinate with Wellcare on all member concerns. The member can also call Wellcare Member Services.

9. How does a member call to complain about One Call, NEMT services, or Wellcare?
  a. The member should call the Wellcare Member Services department to document a complaint/grievance.

10. What steps are taken if there is an issue with member conduct related to NEMT services?

a. Our primary goal with NEMT is to transport the member safely and expediently to ensure access to medical services. The member conduct policy is reviewed with members when scheduling NEMT services and is also described on the Wellcare website. Should a member's conduct put the driver or the trip in jeopardy, or if there are repeated instances of no shows, One Call, in consultation with Wellcare, will address the situation with facilitation by care managers and PCPs or treating providers as necessary to address any issues the member may be experiencing. One Call drivers are trained to de-escalate and collaborate with the member to address their concerns. Drivers may also contact 911 if they feel there is imminent danger. The member will receive written communication from Wellcare regarding inappropriate behavior, including no shows, and the consequences, which may result in suspension of transportation services. If transportation services are suspended and the member schedules transportation to Medicaid covered services through One Call in advance and as long as he/she remains otherwise eligible for transportation assistance, the member shall be provided mileage reimbursement.