

April 2, 2021

<Provider Name>
<Provider Address 1>
<Provider Address 2>
<City> <State> zipcode5-zipcode4

Dear Provider:

RE: Coverage of Non-Emergency Medical Transportation for COVID-19 Vaccines, and Actions for Non-Emergency Medical Transportation Providers During COVID-19

The purpose of this letter is to remind Medicaid providers, transportation brokers, Michigan Department of Health and Human Services (MDHHS) county offices, health plans and MI Choice waiver agencies that non-emergency medical transportation (NEMT) is covered for trips to and from vaccine services, including the COVID-19 vaccine. Medicaid beneficiaries who need access to these important services may request NEMT through the standard NEMT processes outlined below.

Fee-for-service (FFS) Medicaid beneficiaries who do not reside in Wayne, Oakland, or Macomb county must contact their local MDHHS county office for transportation assistance. FFS Medicaid beneficiaries who reside in Wayne, Oakland, or Macomb county must contact ModivCare (formerly LogistiCare) for transportation assistance. Medicaid beneficiaries enrolled in a Medicaid Health Plan (MHP), Integrated Care Organization (ICO) or MI Choice waiver agency must contact their health plan or MI Choice waiver agency for transportation assistance.

A transportation provider who completes the Community Health Automated Medicaid Processing System (CHAMPS) provider enrollment process attests to comply with the privacy, security and confidentiality provisions of all applicable laws governing the use and disclosure of protected health information (PHI). Additionally, transportation providers must limit confidential rider information to the minimum information necessary to provide the service. To receive a COVID-19 vaccine at a drive-thru clinic, a transportation provider may remain in the vehicle with the beneficiary. PHI shared during a COVID-19 drive-thru clinic must never be discussed, written, or shared in any other format, except as necessary to communicate with MDHHS, a health plan or a MI Choice waiver agency.

To protect the health and safety of beneficiaries and transportation providers during the COVID-19 public health emergency, specific protocols remain in place. Transportation providers must follow the Centers for Disease Control and Prevention (CDC) recommended guidance located at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. Additional protocols are described below.

Screening Beneficiaries and Transportation Providers for COVID-19

Local MDHHS county offices or transportation providers, depending on the local office's process, must telephonically screen beneficiaries and individuals who must ride with the beneficiary (medically necessary attendant, parent, foster parent, caregiver, or guardian) for symptoms per CDC guidance prior to scheduling a transport and at the provider's arrival for pick-up so transportation providers can take necessary precautions. Local offices must ask beneficiaries and individuals about each listed symptom. Symptoms are located at <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.

Local MDHHS county offices must telephonically screen transportation providers for symptoms per CDC guidance prior to scheduling a transport. Transportation providers must screen themselves for COVID-19 symptoms prior to transport. If symptoms exist, transportation providers must inform their local MDHHS county office that they cannot provide transportation.

Local MDHHS county offices must urge beneficiaries with COVID-19 symptoms to call their provider's office before scheduling a transport so the provider's office can take precautions to prevent exposure to other individuals. A beneficiary's provider may suggest telemedicine, which would not require transportation.

MHPs, ICOs and MI Choice waiver agencies are strongly encouraged to practice a COVID-19 screening process for transports.

Rideshare Arrangements and Flexibility for Medications and Medical Supplies

Except in limited circumstances, rideshare arrangements (multiple riders in one vehicle) are prohibited, and local MDHHS county offices must schedule all transports as single rider trips. Prior to arranging any rideshare transport, a local office must contact Lida Momeni, NEMT Policy Specialist, at momenil@michigan.gov for an exception. MHPs, ICOs and MI Choice waiver agencies are advised to schedule single rider trips. Parents, foster parents, caregivers, or legal guardians of minor beneficiaries (under 18 years of age) and medically necessary attendants are not prohibited from riding with the beneficiary.

Local MDHHS county offices must allow volunteer and vested interest drivers to receive full mileage reimbursement to pick up and drop off medications and medical supplies without beneficiary presence in the vehicle.

Protocols for Transportation Providers and Beneficiaries

Transportation providers and beneficiaries in all Medicaid programs must take precautions as follows, pursuant to CDC guidance and Emergency Orders and guidance by MDHHS:

- Per an MDHHS Emergency Order, individuals are required to wear a face covering any time people from two or more households are present in any shared space. Beneficiaries and transportation providers must wear face coverings during transports if they are not from the same household. More information about face coverings is located at https://www.michigan.gov/coronavirus/0,9753,7-406-100997_100998---,00.html.
- To increase ventilation, transportation providers should keep vehicle windows open.
- Transportation providers and beneficiaries must practice proper hand hygiene per CDC guidance. Hands must be washed with soap and water often. If soap and water are not readily available, an alcohol-based hand sanitizer (at least 60% alcohol) should be used until hands can be washed. Avoid touching the eyes, nose, and mouth with unwashed hands. Review <http://www.cdc.gov/cleanhands/> for more information.
- Transportation providers and beneficiaries must cover their mouth and nose with a tissue when they cough or sneeze or use the inside of their elbow. Used tissues must be thrown in the trash, and hands must be immediately washed with soap and water. If soap and water are not readily available, an alcohol-based hand sanitizer (at least 60% alcohol) should be used until hands can be washed.
- Between transports, transportation providers must clean and disinfect frequently touched surfaces in passenger compartments. This includes, but is not limited to, interior and exterior door handles, seatbelts, seats, door interiors, equipment control panels, driver cell phones, and pens. Lists of United States Environmental Protection Agency (EPA)-registered disinfectants are found at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-coronavirus-covid-19>.
- More information on wearing masks, social distancing, ventilation, washing hands, covering coughs and sneezes, cleaning and disinfecting, and monitoring health is located at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>.

Questions regarding this letter can be e-mailed to Lida Momeni, NEMT Policy Specialist, at momenil@michigan.gov.

An electronic version of this document is available at
www.michigan.gov/medicaidproviders >> Policy, Letters & Forms.

Sincerely,

A handwritten signature in black ink, appearing to read 'K. Massey', followed by a horizontal line extending to the right.

Kate Massey, Director
Medical Services Administration