Medicaid's Non-Emergency Transportation

Need a ride?

Need a ride?

Contact Logisticare @ 888.248.9895 to schedule transportation.

The Connecticut Department of Social Services has contracted with LogistiCare to manage Medicaid non-emergency medical transportation services (NEMT) in Connecticut.

The program is designed to help ensure Medicaid clients without a means of transportation have access to the healthcare services they need and to improve the quality of and accountability for Medicaid trips.

In general Medicaid clients are encouraged to use providers within their community and to use their own vehicles or public transportation when they are able to do so. Bus passes are available to Medicaid clients if they take public transportation to and from appointments.

However, if a DCF involved youth or family member needs to travel more than 15 miles to see a provider OR travel by public transportation is not possible, the transportation request must be authorized before transportation can be scheduled, except in certain circumstances.

Travel to the following types of appointments DO NOT require prior authorization:

- dermatology
- orthopedic
- transplants
- NICU visits
- Prosthetics
- Infusions
- appointments related to autism services
- cranial technology
- abortions
- family therapy
- wound care
- dialysis
- cancer treatment

Did you know?

- Connecticut Medicaid will reimburse you for travel? Call Logisticare @ 888-248-9895t o request a reimbursement form.
- You can report any problems you have had with Logisticare transportation by clicking here https://www.logisticare.com/member-feedback.aspx
- You can call Where's My Ride @ 800-592-4291 on the day of your transportation, if you have any problems (i.e driver is late or did not show up etc)

Click HERE (https://memberinfo.logisticare.com/ctmember/FAQ.aspx) for more answers to frequently asked questions about Logisticare's Medicaid transportation services.

Problems making a reservation?? Contact your area office Health Advocate for help. Click here for a list of the Health Advocates

Maintaining Medicaid Coverage - 18 & 21 year olds

Background:
All Medicaid clients are placed in categories of medical assistance depending on their age and financial status. Clients can switch between Medicaid categories periodically.

Our DCF Medical Assistance Unit is responsible for maintaining medical coverage for DCF involved youth. However, they do NOT monitor cases to ensure coverage remains active when our youth change their Medicaid assistance category.

DCF Social Workers are responsible for submitting an MA1 form and/or a DCF 779 form to ensure coverage remains active when youth who desire to stay involved with DCF turn 18 and 21 years old.

Age 18:

Youths Still Involved With DCF:

When a youth still involved with DCF turns 18, the DCF Social Worker is responsible for submitting a DCF 779 FORM AND MA1 FORM to the DCF Medical Assistance Unit. Submitting these forms will ensure coverage remains active.

The DCF 779 must be faxed to 203.427.2880. The MA1 Form must be emailed to the DCF Medical Assistance Unit.

The youth is switched into a D04 medical assistance category.

Medical coverage will be terminated when a youth turns 18, if the 779 form and MA1 form are NOT COMPLETED for youths still involved with DCF.

Youths No Longer Involved With DCF:

When a youth decides to end their involvement with DCF, they do not sign a DCF 779 Form. DCF Social Workers are responsible for :

- Informing youth that their DCF related Medicaid coverage will end (when??)
- Informing youth, they may be eligible for Medicaid coverage until they turn 26.
- Informing youth they must complete a HUSKY HEALTH application to apply for Medicaid. The Department of Social Services staff will review the application and determine whether they are eligible for adult Medicaid coverage.
- Giving the youth the HUSKY HEALTH application and encouraging them to call 2-1-1 Infoline (dial 211) if they need help with the application.

Age 21:
When a youth still involved with DCF turns 21, the DCF Social Worker must email an MA1 Form to the DCF Medical Assistance Unit. Submitting the MA1 form will ensure coverage stays active.

The youth is switched into a D02 medical assistance category.

Medical coverage will be terminated when a youth turns 21, if the MA1 form is NOT COMPLETED for youths still involved with DCF.

Youths No Longer Involved With DCF:

When a 21 year old decides to end their involvement with DCF, they do not sign a DCF 779 Form. DCF Social Workers are responsible for :

- Informing youth that their DCF related Medicaid coverage will end (when??)
- Informing youth, they may be eligible for Medicaid coverage until they turn 26.
- Informing youth they must complete a HUSKY HEALTH application to apply for Medicaid. The Department of Social Services staff will review the application and determine whether they are eligible for adult Medicaid coverage.
- Giving the youth the HUSKY HEALTH application and encouraging them to call 2-1-1 Infoline (dial 211) if they need help with the application.

Department of Children and Families
Procedures for Obtaining and Maintaining
Medical Coverage for Youth Placed in Out of Home Care

MA-1

What is it?

The **MA-1** is a one-page fill-in-the blank electronic form. It is the only method of initiating medical assistance for a child in foster care and must be completed for each child at the time of placement into foster care at the soonest possible time following removal from home and/or placement into foster care.

The **MA-1** is to be used for the initiation of medical coverage, updating changes in social worker, placement, in or out of state placements, or a discharge from care. It should be submitted as soon as possible when a change will be occurring on the case, to ensure that the child's information in the Eligibility Management System (EMS) is kept current, and insurance coverage is not affected.

Remember!
The **MA-1** is to be used for initiating medical coverage and for address/placement changes!

Where do I find the MA-1?

This form is located in Microsoft Word. (Click, File, New, scroll down through the templates to DCF-MA-1.doc, double click, the form will open).

Who do I send it to?

Once the form has been completed it should be sent for processing. To do this simply click File, Send To, Mail Recipient as Attachment, type DCF Medical Assistance into the address book. Click Send.

For more information contact your local Health Advocate!

Health Advocate Fact Sheet

ad·vo·cate

1. recommend or support something: to support or speak in favor of something
2. somebody giving support: somebody who supports or speaks in favor of something
3. helper: somebody who acts or intercedes on behalf of another

Synonyms: supporter, backer, promoter, believer, activist, campaigner, sponsor
Source: Webster's Dictionary

Who are the Health Advocates?

Health Advocates (HAs) are the primary point of contact for resolving insurance related problems that prevent DCF children from receiving emergency, urgent and routine medical, dental, vision, pharmacy, transportation and mental health services.

Our goal is to support your efforts to keep families intact by removing barriers that prevent or delay access to the healthcare services they need. We anticipate there will be a reduction in Department of Children and Families' (DCF) costs as we work to secure commercial and/or Medicaid insurance payment for services instead of DCF payment whenever possible.

What do they do?

HAs work to resolve problems such as:

- Getting medications filled
- Determining whether Medicaid is active
- Reactivating Medicaid coverage
- Providers refusing to treat children at the time of their appointment
- Denial of inpatient hospital medical or psychiatric admissions
- Insurance denial of necessary services or medical equipment
- Unpaid bills

When to Call Health Advocates

- When you don't know how to connect to a healthcare service
- When you need to find providers who participate with your insurance
- When insurance problems occur which prevent or delay health care services, HAs provide vital real time front-line assistance and consultation services to resolve access to care problems.
- To learn more about the Medicaid system or request training for a group

Who Can Call the Health Advocates?

- DCF Area Office staff,
- Foster parents,
- DCF involved Adoptive Parents, and other Guardians
- Community programs (including MDE clinics),
- staff in congregate care settings in CT and out of state