

MTM/NEMT Q&A

1. What is the average wait time for Friends/Family to get reimbursed? We are hearing that it's taking a very long time. Someone told me yesterday that they know of an instance where someone transported in January and still has not been paid.

If they turn them into the Charleston office they are usually processing within 5 days of receipt or less. If they send it to corporate office they try to stay within 10 business days of receipt. If someone has not been reimbursed since January there is some other issue going on and they need to either contact me (Tammy Pritt-Jones) or send their trip information to me so I can check on it with MTM.

Tammy Pritt-Jones contact information:

Email: Tammy.L.Pritt-Jones@wv.gov

Phone: 304-558-1700

2. Does an entire log have to be completed (several trips) before it can be submitted for payment or can each trip be turned in as they occur?

It's up to the person providing the transportation as to how often they turn in the trip logs. They can wait and do several trips, fill up the whole form or turn them in one by one. Frequency of turning them in determines frequency of payment.

3. Will MTM drivers cross state lines to take people to appointments?

Yes, if necessary and the transportation is being provided to a Medicaid enrolled provider out of state for a covered service. In certain situations MTM will request the out of state medical provider complete a distance verification form attesting the person needs to receive service there instead of a closer/in-state provider.

4. In some areas, there are lots of people that require MTM use, but there are only 2 drivers. It is very difficult to get services for appointments. What is MTM doing to recruit more drivers?

MTM is continually looking at areas with gaps or low coverage and trying to recruit drivers. They are having some difficulty with Public Service Commission (PSC) (such as a taxi or common carrier) providers in certain areas, especially when there is only one or a few as the PSC controls how many providers can operate in any territory and if another PSC provider can come into that territory to cover/pick-up trips for MTM in a pinch so it does make it difficult if the only provider in an area is a PSC provider. Any instances that a member can't get transportation scheduled should be brought to Tammy Pritt-Jones' (see contact information above) attention.

5. The MTM drivers do not assist people getting on/off the vehicle. A person has to be able to do it themselves and then the person has to be able to get themselves into the doctor's office themselves. The drivers are not allowed to assist. (exp. A person in a wheelchair). Is this correct?

No. The drivers are required to provide hand to hand, curb to curb, and door to door assistance to a person if the person indicates they need this assistance when scheduling the trip with MTM. If the person needs assistance beyond the door of the facility they will need to bring an attendant with them and they also must indicate to MTM that they will have an attendant with them when they are scheduling the trip.

6. People have had appointments to see specialists and MTM driver didn't show up. It takes a long time to get appointments with specialists. Is there any way to make these appointments a priority?

I [Tammy Pritt-Jones] can discuss this with MTM to see if that is a possibility but there will be always be instances where trips will be missed due to driver illness, mechanical issues, etc. There is a much greater instance of people having no-shows for scheduled trips than there is for provider no-shows. The person should be contacted by either the provider or MTM if the provider is unable to make a scheduled pick-up. Providers are assessed liquidated damages/penalties for this and MTM is also assessed liquidated damages if a certain percentage of trips are missed per month.

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