Monthly Directors’ Call
Non-Emergency Transportation (NEMT)

Public Consulting Group, Inc.

October 4, 2016
Agenda

Overview of the Enrollment Process

NEMT Site Visit Numbers

NEMT Education Handout Highlights

Moving Forward

Questions
Overview of the Enrollment Process

Why is PCG here and what do we do?
In 2012, PCG began conducting site visits to satisfy the federal and state enrollment requirement. To date, PCG has completed over 11,000 site visits.

ENROLLMENT PROCESS
Provider submits an online application through NCTracks to enroll in NC Medicaid.

APPLICATION REVIEW
Application is reviewed for completeness and sent off for background checks etc. Provider record is sent to PCG for site visit.

CONDUCT ONSITE VISIT
PCG call center reaches out to provider to schedule site visit at provider’s site location.

RECOMMENDED FOR ENROLLMENT
Providers compliant in all required areas pass the onsite visit and record is sent back to NCTracks.

FINALIZE APPLICATION
Application is finalized and provider is enrolled in NC Medicaid.

APPLICATION DENIED
NCTracks sends provider notice of denial into NC Medicaid.

NOT RECOMMENDED FOR ENROLLMENT
Providers found non-compliant in one or more areas.

ENROLLMENT PROCESS
Provider must resubmit an online application to NCTracks. Process starts over.
NEMT Site Visit Numbers

NEMT Stats
August 1st thru September 28, 2016

Total NEMT providers screened = 60
26 providers - Recommended
34 providers – Not Recommended

Top 4 reasons for failure:
1. Not familiar with OIG.
2. How often to run OIG.
3. Liability insurance requirement.
4. Does not know what organization mandates drug and alcohol testing.

**All information is found in the NEMT Education Handout.**
NEMT Education Handout - Highlights

• Office of the Inspector General
  • How often to run the OIG report on employees

• Liability Insurance Requirement
  • 15 seat van or less – Must carry $1.5M
  • 16 seat or more – Must carry $5M

• Attachment J – Part of the county contract – All vendors must sign

• North Carolina DHHS Provider Administrative Participation Agreement (APA) – Provider is required to sign when submitting online application

• HIPAA

• Federal Transit Administration (FTA)
Questions