



The following questions and answers are related to **Non-Emergency Medical Transportation (NEMT)** providers and NCTracks.

Q&A for NEMT Enrollment

<u>#</u>	<u>Question</u>	<u>Answer</u>
1	How will the counties be reimbursed for Private Vehicle Reimbursement? This is when the county reimburses a recipient for the use of their personal vehicle for transport to their appointment.	This process will remain the same. The Counties will continue to submit the 2055 for reimbursement to DMA.
2	How will the counties be reimbursed for Rental Cars? This is when the county provides the recipient with a rental vehicle to get to their appointment.	County would request reimbursement on the 2055, the same as for other methods such as gas vouchers, mileage reimbursement, etc.
3	Do the drivers of the contracted companies need to enroll in NCTracks?	You do not need to enroll individual drivers, just the company.
4	If DSS has an employee on staff that transports the recipient to an appointment, how do they get reimbursed? Would the county have to contract with themselves and enroll in NCTracks? This information was previously submitted on a 1571 form.	This process will remain the same. They will continue to submit these costs on the 1571.

5	If some providers have submitted their application prior to May 1, 2016 what happens to the application?	The provider will be notified their application needs to be withdrawn and they will need to resubmit after May 1. If the enrollment and ACA fees have been paid, the provider can request a refund or the fees will be applied to the new application.
6	When reporting hours of operation, should we only report the hours that we are available for transporting?	Yes
7	What will the PCG On-site visit consist of?	PCG conducts pre and post-enrollment site visits for moderate and high-risk provider types to ensure providers enrolled are credible and qualified to deliver services to meet Medicaid requirements. In addition to identifying non-compliant providers, PCG will give provider training to improve compliance and quality. PCG provider training includes face-to-face classroom settings, webinars, and web-based, interactive training for Medicaid providers.
8	If a DSS enrolls into NCTracks what "Business Type" would they be? Local Government, Government, State or City Municipality?	Local Government

9	Some providers use scheduling software, will these software providers be able to assist in claims submission?	This is being reviewed.
10	How will the information currently submitted on the 1571 form be used going forward?	There are no changes in the 1571 process.
11	Will Assisted Living facilities that receive reimbursement for the transportation of residence to appointments need to contract with the county DSS and receive trip assignments from DSS in order for the PA to be submitted and payment received?	ACHs are required to contract with the county if they wish to be reimbursed for NEMT. They are treated like any other contracted vendor. ACHs should not receive reimbursement unless have a contract with the county.
12	NEMT contracts currently run from July 2015 to June 2016. Even though the NCTracks application process begins in May 2016, should providers wait until the new contract is in place before they enroll?	This is up to the provider to determine and they should consult with the county.