



Non-Emergency Medical Transportation

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This a guide for healthcare facilities requesting non-emergency medical transportation on behalf of HUSKY Health members in the State of Connecticut.

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Important Resources

Reservation Line	855-478-7350
Normal Hours of Operation	7:00 AM to 6:00 PM EST M-F
Facility Information Website	ct.ridewithveyo.com/facilities

Who is Veyo?

Veyo is a technology-based patient transportation broker that the State of Connecticut has partnered with to coordinate its Non-Emergency Medical Transportation (NEMT) benefits for HUSKY Health / Medicaid member. We want to be the best partner possible for your facility to ensure your patients are serviced appropriately. This Healthcare Facility Resource Guide contains useful information for your staff to utilize.

What is NEMT?

Non-Emergency Medical Transportation (NEMT) is a limited transportation benefit that is provided to eligible Medicaid members in Connecticut who have no other way of getting to their medical, behavioral health or dental appointments.

Who is eligible for NEMT?

NEMT services are only available to HUSKY A, C, D, and limited benefit members that cannot drive themselves, and/or do not have a neighbor, friend, relative, or voluntary organization that can transport them to their appointment. They must be attending a Medicaid-covered medical, behavioral health, or dental appointment and have no other way of getting there.

Members can go to any provider they choose within their local community (within 10 miles for members who live in urban areas, within 20 miles for members who live in rural areas). In some cases, the member may be able to get a ride to a provider who is outside their local community. A **Medical Necessity Form** may be required to be filled out by their medical, dental, or behavioral healthcare provider in order to schedule a ride.

The **Medical Necessity Form** can be found at ct.ridewithveyo.com/forms.

Veyo does not cover rides to pick up prescriptions or medical equipment that does not need to be fitted.

Transportation Options

There are multiple transportation modes available:

- **Public Transit.** If the member lives close enough to a bus stop and is able to ride the bus, a bus pass may be provided.
- **Mileage Reimbursement.** If a family member or friend has access to a vehicle and is able to drive the member to their appointment, the driver may be eligible to be reimbursed based on the total miles driven.
- **If the member is not able to ride the bus or get a ride,** Veyo will schedule a ride for them with an appropriate vehicle based on their medical and transportation needs.

This may be one of the following options:

- Car/Vehicle or Rideshare Vehicle
- Wheelchair Van
- Ambulance
- Another approved form of transportation

The member's healthcare provider will need to fill out a **Medical Necessity Form** explaining why they are unable to take public transportation. This form can be found at: ct.ridewithveyo.com/forms.

Trip Scheduling

Facilities can request a ride on behalf of the member by calling Veyo at **855-478-7350**, Monday through Friday, between 7:00 AM and 6:00 PM EST. If the facility needs to book multiple trips for multiple members, they can do so at ct.ridewithveyo.com/facilities using the **Multiple Trip Scheduling Tool**.

- For bus passes, please call at **least 5 business days** before the member's scheduled appointment. Additional time is needed for bus passes to be delivered to the member.
- If the member qualifies to be transported in a car or wheelchair vehicle, a reservation must be made **2 business days** before the member's scheduled appointment.

The chart below gives you examples of when facilities would need to call Veyo to schedule the member's ride:

Type of Service	# of Business Days	If you have an appointment on:	You need to call Veyo no later than:
Bus Pass	5	Monday at 10:00 AM	Previous Monday at 10:00 AM
Car / Wheelchair Vehicle	2	Thursday at 11:30AM	Previous Tuesday at 11:30AM
Mileage Reimbursement	2	Thursday at 11:30AM	Previous Tuesday at 11:30AM

Key information to keep in mind:

- Veyo's Call Center is open from 7:00 AM to 6:00 PM EST Monday through Friday for scheduling routine appointments.
- The reservation phone line is **855-478-7350**.
- The Multiple Trip Scheduling Tool can be found at ct.ridewithveyo.com/facilities.
- Transportation for routine appointments can be scheduled up to 30 days in advance.
- Repeating trips can be scheduled up to 180 days in advance.
- If the trip request is received with less than 2 business days' notice, and the appointment is **not urgent**, you may need to reschedule the member's appointment.
- Requests for hospital discharges and urgent* trips will be scheduled immediately and are taken 24 hours a day, seven days a week. Please note: it may take up to 3 hours to arrange a ride for hospital discharge or urgent trips.

*An "**Urgent**" trip request is when a medical, dental, or behavioral health provider determines that the member must receive services in less than 2 business days.

When scheduling a member's trip, please keep in mind that the driver may drop the member off at the healthcare facility right at the time of the scheduled appointment time. If it is a large facility or the member needs to arrive before the appointment time, please make sure to factor this in when scheduling the trip.

Can other people request transportation for a member?

Yes. A relative, a caregiver, or a healthcare provider may call and schedule transportation on the member's behalf.

What information will I need when I call to schedule a ride?

When you call Veyo to schedule transportation, please be sure to have the following member information available:

- Medicaid ID #
- First and Last Name
- Date of Birth
- A Valid Phone Number where the member can be reached
- Pick-Up Address, Including Apartment Number
- Appointment Date
- Appointment Time
- Provider / Facility Name
- Address of Appointment, Including Office or Suite Number
- If Appointment Is Repeating
- Mode of Transportation Being Requested
- Special Accommodations (e.g. Oxygen tank, no multi-loading)
- Additional Companion/Attendant Information

Cancellations and Reservation Updates

Reservation Updates

- If the member's appointment date or time has changed, please remember to call and update the Veyo Call Center at **855-478-7350** of the change so we can adjust the transportation reservation.

Cancellations

- If the member is not able to make their appointment, please call Veyo to cancel or reschedule the reservation as soon as you become aware that the member no longer needs a ride. Please cancel the member's ride even if it is a public transit trip.

Special Requests

Forms

Depending on the member's personal situation, different forms may need to be completed before booking transportation with Veyo. Below are the most common examples:

- **Medical Necessity Form.** This form must be completed by the member's healthcare provider if the member is unable to travel by public transportation, needs to travel to an appointment

outside of their local community (beyond 10 miles for members who live in urban areas, beyond 20 miles for members who live in rural areas), or needs to have someone travel with them to their medical appointment.

- **Minor Consent to Travel Form.** This authorization form must be completed by the member's parent or legal guardian before a child between the ages of 12-15 can travel without an adult escort or aide.

Each form can be downloaded at ct.ridewithveyo.com/forms or requested over the phone by calling the Veyo Call Center at **855-478-7350**.

You can find out a member's form approval status by calling **855-478-7350**. All forms must be signed by a licensed treatment professional (example: MD, LCSW, LMFT, APRN, RN). Signatures from Certified Nursing Assistants, Patient Techs, Receptionists, Medical Assistants, etc. are not acceptable. Please make sure to call the Veyo Call Center if any information changes, such as the member's address, phone number, etc.

Children Under 16 Years Old

A parent, legal guardian, or caregiver is required to travel with any child under 16 years of age. Parents must fill out, sign, and return the **Minor Consent to Travel Form** to Veyo before any child between 12-15 years old will be able to ride alone. Any child who behaves inappropriately while riding alone will need to be accompanied by an adult for all future rides.

Medically Required Attendants or Escorts

- A medically required attendant, escort, aide, assistant, or companion may ride with a member. The member's healthcare provider will need to fill out and submit a **Medical Necessity Form** before the member's trip. Once the healthcare provider has verified that the additional person is needed at the appointment, the person may ride with the member.
- Newborn or nursing infants (up to 6 months old) may ride with members, as long as the member provides an appropriate car seat for the child.
- If a person does not meet the criteria above, they **will not** be able to ride with a member to or from their appointment.

During the Ride

We want Veyo to be enjoyable and safe for everyone. These ground rules are designed to ensure that riders and drivers have the best experience possible.

Member Responsibilities

- Be ready 15 minutes before their scheduled pickup time
- Wait in a safe area where the member can see when the driver arrives
- Enter the vehicle immediately upon its arrival
- If needed, the member should bring their own special equipment such as a car seat, wheelchair, oxygen, or a walker
- Be respectful to the driver and any additional passengers
- The member cannot bring alcohol, drugs, or weapons in the vehicle
- The member cannot smoke, eat, or drink in the vehicle
- The member must always wear their seatbelt while traveling in the vehicle
- The member is required to sign the driver's log after they are driven to their drop off location. The member should only sign for the trip they just received. If the member has a return trip, they will need to sign for that trip after it is completed. This is used to document that the trip was provided to the member.

Shared Rides

The member may be sharing a ride with another member who is traveling to and from the same area. Shared rides with other Medicaid members are allowed. If there are special health circumstances which prevent the member from sharing a ride with other individuals, please tell Veyo when you call to schedule their ride. The member's healthcare provider will need to note this on the **Medical Necessity Form**, so they will not be scheduled for a shared ride.

Finding a Member's Ride

If the ride is more than 15 minutes late, you can call Veyo at **855-478-7350 prompt #4** to ask for an update.

No-Shows

If the member does not show up to their appointment, first call the member to verify that he or she did not cancel transportation to their appointment. If you cannot get ahold of the member, please call into Veyo's Call Center to check on transportation.

Snowstorm or Bad Weather Event

If there is a snowstorm or bad weather and your office has decided to close for the day, please call Veyo at **855-478-7350** to cancel or reschedule transportation reservations for that day.

If your town cancels school for the day or has early dismissal due to weather, children will not be transported to after-school treatment programs if the schools in the town they live in are closed or the schools in the town the program is located in are closed.

Every effort is made to continue to operate transportation services during bad weather, however, delays and cancellations may occur due to unsafe travel conditions. Because safety is Veyo's top priority, we ask members and drivers to reschedule trips if they do not feel it is safe to be on the road.

Transportation Providers

Standards of Behavior

Prior to driving any member, all drivers go through extensive on-boarding which includes, but is not limited to:

- ADA and HIPAA regulation training
- Sensitivity and professionalism training
- Customer service expectations
- Compliance with Veyo protocols and contractual obligations
- CPR and First Aid Certification
- State Background Check
- Rigorous vehicle inspection

In Addition, Veyo has the following expectations for drivers:

- All drivers and cars must be properly licensed and insured
- Drivers must follow all the normal rules of the road including not using a cell phone without a hands-free device unless the vehicle is parked
- No smoking while a member is in the vehicle
- Reduce volume on the radio, per member request
- Maintain air conditioning or heat at a reasonable temperature
- Secure passengers who are in a wheelchair as appropriate for safe travel
- Store any unoccupied wheelchairs or other medical equipment safely
- Pick members up between 15 minutes before and 15 minutes after the scheduled pick up time
- Wait up to 5 minutes after the scheduled pickup time for the member to enter the vehicle
- Drivers are required to help members get from the outside door of their pick-up location into the vehicle, and from the vehicle to the outside door of their drop-off location, if the member asks for their help. The amount of assistance the member receives will depend on the type and level of service they request.

How to file a Complaint

Healthcare providers and case managers can make a complaint through Veyo's website at ct.ridewithveyo.com/contact by phone at 877-558-2437. A complaint can be about many different things like an extremely late pick up, the condition of the vehicle the member rode in, the behavior of another passenger, or the courtesy of Veyo's Call Center agents.

Please include the following information in your complaint to help the Veyo compliance team with their investigation:

- Member's first name
- Member's last name
- Member's Medicaid ID #
- The date of the member's trip
- A description of the problem
- Any additional information that can help Veyo investigate the issue

After submitting a complaint, you will receive a call or written response within one to three business days depending on the type of complaint. You must also ask for a call back if you would like to receive one.

QUESTIONS

Contact us at ctfacility@veyo.com or visit ct.ridewithveyo.com/facilities for more information about Veyo and other useful resources.