



STATE OF MICHIGAN

GRETCHEN WHITMER
GOVERNOR

DEPARTMENT OF HEALTH AND HUMAN SERVICES
KENT COUNTY

ROBERT GORDON
DIRECTOR

Kent County DHHS Non-Emergency Medical Transportation

If you have a Medicaid eligible client who would benefit from receiving Non-Emergency Medical Transportation to and from doctor's appointments, please have them call the Medical Transportation line - 616-248-1941 - to request forms. ***If they are new, please keep in mind that setting up a new transportation account can take up to 6 to 8 weeks***, getting a prior authorization from Lansing takes time and we cannot approve commercial transportation nor mileage reimbursement until we have one on file. Once established, **clients will also need to contact the medical transportation line to request transportation for appointments**. We request they call at least two weeks prior to an appointment to schedule for commercial transportation. If they are requesting bus tickets, we send them based on the amount of appointments reported on the 5330 and they are mailed every 90 days. ****Note – bus ticket distribution will change soon once the Rapid fully transitions to the Wave card.**

The Medical Transportation phone number is: 616-248-1941. This phone is not assigned to any worker, it is checked and cleared every business day; calls are assigned to the medical transportation workers who will then act on them within 24 hours. **Please have the clients leave the following info: full name, SSN or case number and a working phone number.** If possible, a short message of the reason they are calling, this helps to find them in the system and can expedite the medical transportation worker getting what is needed.

There are some forms that are needed ~ they will be provided by the assigned Transportation Specialist:

The **DHS-5330** needs to be completed and signed by the Doctor, usually the PCP. The Doctor will give an estimated amount of appointments client has with ALL medical appointments. *The client also must sign and date this form.* The 5330 is an annual form, it stays in the client's file for a year and is good until a year from the date of signature.

The **DHS-4674** form is the mileage form.

- **Bus tickets** - they do not need the 4674.
- **Commercial Transportation** - we need to request a prior authorization from Lansing to approve funds to pay for commercial transportation. If/when that is approved, the client needs to have a 4674 completed and signed by the transportation driver, the doctor, and the client for each trip and returned to DHHS before payment can be made.
- **Mileage Reimbursement** - If the client is driving themselves or has someone taking them for trips *and they are approved for mileage reimbursement*, they will need to have the 4674 for each trip. The form needs to be completed and signed by the driver, the doctor, and the client each time and returned to DHHS before payment can be made. Those wishing to receive reimbursement will also need to sign up in Sigma to become a vendor so they can receive payment. The provider must also meet qualifications such as: a safe vehicle to transport, be a licensed, insured driver that is compliant with all provider enrollment background and screening requirements as required by the Medicaid program. Driver's license must be clear of restrictions or suspensions and may need to register in CHAMPS if not a family member.

Additionally, not all Medicaid programs allow for medical transportation funding, any approval will be dependent on the type of Medicaid the person has. There are restrictions with Medicaid Managed Care HMOs and if the client has a spenddown, that spenddown must be met before we can approve any transportation funding.

This is just a general overview of the NEMT process. Transportation Specialists will provide additional details as necessary to cover client's individual circumstances.