



Local County and Tribal Agency Biennial Health Care Access Services Plan

Effective: January 1, 2020, through December 31, 2021

Local Agency or Tribe: Goodhue County Health & Human Services

Person Responsible for Development of the Health Care Access Services Biennial Plan:
Sheila Gadiant, Kathy Rolfer

Telephone Number: 651-385-3200

Person Responsible for Coordination of Health Care Non-Emergency Medical Transportation and related Ancillary Services:

Sheila Gadiant, Kathy Rolfer

Telephone Number: 651-385-3200

General Purpose Statement

To ensure that applicants/recipients of Medical Assistance (MA), and MinnesotaCare pregnant women and children under 21 years of age are provided with or reimbursed for the appropriate level of needed transportation and other travel related expenses to enable them to access necessary medical treatment. County and tribal local agency non-emergency medical transportation (NEMT) services are available to transport the recipient to and from medically necessary services received from participating providers of services covered under the MA and MinnesotaCare programs.

Transportation to non-participating health care providers shall also be paid under this plan if:

- the medically necessary service is covered under the MA state plan; and
- the non-participating medical/dental provider could be a participating provider if application was made; and
- the transport results in the proper, efficient, and cost effective administration of Minnesota Health Care Programs services.

Cost Effectiveness

Per Federal Regulations, transportation for each trip made by a recipient must be by the most cost effective means available that meets the needs of the recipient.

1. The local county/tribal agency must document or describe the method or process of establishing the “least costly” appropriate method of transportation.

Goodhue County Health & Human Services will determine the “least costly” method of transportation by having conversations with the recipients, reviewing case records, and reviewing health care access eligibility case documentation. Recipients are required to use their own vehicle or vehicle of a person with vested interest, when available.

2. The local county/tribal agency must document or describe the process used in establishing the appropriate level of transport and related ancillary services approved, authorized, or denied to the recipient.

Goodhue County Health & Human Services will determine the appropriate level of transport and related ancillary services by using conversations with recipients, medical records, conversations with stakeholders, i.e. case managers, social workers, records in eligibility case files, etc. Recipients are required to use their own vehicle or vehicle of a person with vested interest, when available.

3. The county and tribal local agencies shall direct recipients to utilize all available sources of free transportation services (such as relatives, friends, other public options if available) if it meets the needs of the recipient.
4. The next most cost effective means of transportation under this plan is transport by the recipient's vehicle. Includes vehicles provided by other individuals with a "vested interest" in the recipient.
5. Reimbursement will not be made to a recipient or other person if the mode of transportation used or related travel expenses are furnished at no cost to the recipient.
6. Transport for a covered medical service that is obtained from a primary care provider is limited to 30 miles from the recipient's home/residence for local county/tribal agency and state administered NEMT.
7. Transport for a covered medical service obtained from a specialty care provider is limited to 60 miles from the recipient's home/residence for local county/tribal agency and state administered NEMT.
8. Prior authorization to exceed the 30 or 60 mile transport limits for all NEMT must:
 - Be requested by the MHCP recipient for review by the local agency;
 - Be authorized or denied by the county or tribal local agency;
 - Be based on medical necessity with no other provider capable of providing the level of care needed closer than the requested destination provider location, and
 - Must be documented and documentation maintained as part of the transportation record by the local county or tribal agency.
9. Reimbursement will not be made for trips/mileage traveled without a recipient in the vehicle (no load miles).

Part I. Transportation and Related Travel Costs

Recipients/applicants must use the most cost effective method of transportation available to them. Whenever appropriate, the recipient's own vehicle must be used.

A. Services available for recipients receiving medical care from a MA enrolled or other appropriate non-enrolled medical/dental provider:

1. Mileage reimbursement:
 - 22 cents per loaded (recipient in the vehicle) mile when transported in a vehicle provided by an individual including but not limited to a family member, self, neighbor, etc. or other individual with vested interest. Billing code "A0090".
 - Reimbursement for personal mileage includes a possible Rural Urban Commuting Area (RUCA) add-on adjustment based on the client's residence zip code as rural or super rural and the transport distance from origination (pick-up) to destination (drop off) locations (one way distances of 1 to 17 miles + 25%, 18 to 50 miles +12.5%, and 51 miles or more no RUCA adjustment is applied.
 - The local agency must calculate all personal mileage RUCA add-on adjustments using the same criteria and process for all individuals.
 - Up to 100 percent of the IRS Business Mileage deduction rate effective for the date-

of-service (DOS) for non-emergency transportation using a vehicle provided by a **volunteer driver** (individual or organization) with no vested interest (billing code "A0080") and for **licensed foster parents** (billing code/modifier "A0090 UC").

- Reimbursement for personal mileage of the licensed foster parent and volunteer driver includes a possible RUCA add-on adjustment based on the client's residence zip code as rural or super rural and the distance from origination (pick-up) to destination (drop off) locations. For one way transport distances of 1 to 17 miles + 25%, 18 to 50 miles + 12.5% and for distances in excess of 50 miles no RUCA adjustment is applied.
 - The local agency must calculate all licensed foster parent personal mileage and volunteer driver mileage RUCA add-on adjustments using the same criteria and process for all individuals.
2. Parking fees and tolls are reimbursed at actual cost (billing code "A0170"). Receipts are required when available to the recipient.
 3. Reimburse volunteer drivers at the MHCP/DHS maximum reimbursement rate, up to 100% of the IRS business deduction rate in place on the DOS.
 4. Unassisted Transport including bus/light rail (billing code "A0110" or monthly pass "A0110 U7") and other commercial carrier fares such as air travel (billing code "A0140") are reimbursed the standard rider fare of the transportation provider. Reimbursement is considered "at cost" with reduction for excluded costs related to transportation.
 - Reimbursement for the "standard fare" transports DO NOT include a possible RUCA add-on adjustment
 5. Unassisted Transport (billing code A0100) is reimbursed the standard rider fare or the MHCP allowable, whichever is less.
 - Reimbursement for unassisted transport (A0100) **curb-to-curb transports** includes a possible RUCA add-on adjustment for the base (pick-up) service code based on the client's residence zip code classification as super rural.
 - The RUCA add-on adjustment for transport base service charges is 11.3%.
 - Reimbursement for unassisted transports includes a possible RUCA add-on adjustment for mileage (S0215) based on the client's residence zip code as rural or super rural and the distance from origination (pick-up) to destination (drop-off) locations. For one way transport distances of 1 to 17 miles + 25%, 18 to 50 miles + 12.5% and for distances in excess of 50 miles no RUCA adjustment is applied.
 6. Assisted Transport includes **door-to-door and door-thru-door ambulatory transports** where the client has been certified by the MHCP/DHS medical review agent as requiring this level of transport.
 - Reimbursement for assisted transports includes a RUCA adjustment for the base (pick-up) service code (T2003) based on the client's residence zip code as super rural.
 - The RUCA add-on adjustment for transport base service charges is 11.3%.
 - Reimbursement for assisted transports includes a RUCA adjustment for mileage (S0215) based on the client's residence zip code as rural or super rural and the distance from origination to destination locations. For one way transport distances of 1 to 17 miles

+ 25%, 18 to 50 miles + 12.5%, and distances in excess of 50 miles no RUCA adjustment is applied.

7. Meals: Authorization prior to incurring this cost is required. Travel required must be further than 60 miles by the most direct route from home to the medical appointment/provider. Receipts are required. The maximum reimbursement for meals (Billing code "A0190") is:
 - Breakfast - \$5.50; Must be in transit or at the medical appointment prior to 6:00 AM
 - Lunch - \$6.50; Must be in transit or at the medical appointment 11:00 AM to 1:00 PM
 - Dinner - \$8.00 Must be in transit or at the medical appointment after 7:00 PM
 - Time taken to "eat the meal" is not part of "travel time" consideration.
8. Lodging: Authorization prior to incurring this cost is required. Limited to \$50.00 per night unless a higher rate is prior authorized by the local county/tribal agency (billing code "A0180"). Travel required must be further than 60 miles by the most direct route from home to the medical appointment/provider.
9. When another individual is necessary to accompany the recipient or to be present at the site of a health service in order to make health care decisions, the accompanying individual will be reimbursed for the cost of meals, transportation, and lodging at the same standard as the recipient. Reimbursement may be made for more than one person if required by the health care provider's written treatment plan.
10. Transportation and other related travel expenses of family members of recipients in covered treatment programs, such as mental health, if the family member's involvement is part of the recipient's written treatment plan.
11. If the recipient had travel and ancillary service expenses and is later found to be MHCP eligible (could include up to three retroactive MA months), they may be eligible for reimbursement of allowed transportation and ancillary services at the reimbursement rates appropriate for the DOS as indicated in this plan.
12. Transportation and related travel expenses to out-of-state medically necessary services requires prior authorization by the county/tribe local agency for the fee-for-service (FFS) (straight MA) recipients.
 - Transportation and related ancillary services are only provided or reimbursed when the fee- for-service out-of-state medical service has been authorized by the DHS contracted medical review agent. Out-of-state services are medically necessary services obtained at a provider/facility location that is outside of Minnesota or its local trade area. NEMT transports and related ancillary services are provided to the recipient and when necessary one responsible person and/or attendant.
 - Transportation and other related travel expenses to out-of-state medically necessary services require prior authorization/referral of the medical service(s) by the Health Plan for recipients enrolled in a health plan. Transport and related ancillary services are only provided or reimbursed when the out-of-state medical service has been authorized by the health plan.
 - Counties/tribal local agencies are responsible for all out-of-state NEMT transports and related ancillary services for transport Modes 1 thru 4.

B. Procedures to Obtain Services

1. Authorization to incur NEMT and related ancillary service costs may be arranged in writing, by telephone or online. Documentation of authorization of NEMT and related ancillary services must be maintained. Prior authorization to incur transport and ancillary service costs from the county/tribe is required for or when:
 - Lodging and meal expenses for an MA recipient and/or responsible person accompanying the MA recipient
 - The local county/tribal agency has determined transportation and ancillary services have been misused. Example: An able-bodied individual living at a location with access to a public bus route uses a taxicab rather than the bus to access medical services available by bus transport.
 - Transportation and related costs are necessary for the recipient to receive DHS fee-for-service contracted reviewer or health plan authorized out-of-state medically necessary services.
2. NEMT transport services to the primary care provider within 30 miles of the client's residence and 60 miles from the client's residence for specialty care **DOES** require prior authorization by Goodhue County Health & Human Services to incur the transportation service cost(s) for all modes of transport EXCEPT one's own vehicle or the vehicle of a friend, neighbor, family member (someone with vested interest). Prior authorization is always required when using bus, taxi or other common/commercial carrier non-emergency transportation.
3. For transportation and ancillary services requiring prior authorization, contact shall be made with an Eligibility Worker at least three (3) business days prior to a scheduled medical appointment and five (5) business days prior to an appeal hearing.

C. Emergency Needs Procedure

Authorization to incur NEMT and related ancillary service costs is not required in emergency situations. In an emergency situation, recipients/applicants must secure transportation and related ancillary services using the most cost effective and medically appropriate transportation and ancillary services. Recipients/applicants are required to notify Goodhue County Health & Human Services within five (5) business days after the emergency for consideration of reimbursement of the expenses. Transportation and related ancillary service costs that would otherwise require receipts for reimbursements do apply in the emergency situations.

D. Billing and Payment Procedures

1. Providers of transportation and other travel-related services must submit bills for services to Goodhue County Health & Human Services for payment. The bill should include date of service, origination (pick-up) and destination (drop-off) points, and mileage by the most direct route. Transport must be to a covered service in order for the bill to be paid under this plan.
2. Recipients and other persons eligible for reimbursement for costs of transportation and other related services shall submit to Goodhue County Health & Human Services _____ actual receipts, when available, or signed, dated, and itemized statements of mileage and/or other allowed expenses.
3. All bills will be paid by Goodhue County Health & Human Services within 30 calendar days of receipt. Upon request, Goodhue County Health & Human Services staff will provide a recipient with a voucher for transportation and/or other travel-related services; vouchers are also available on Goodhue County website. A completed, signed and dated voucher must be submitted within 60 days of the date of service.

E. Service Restrictions

1. Payment shall be made for the most cost-effective available means of transportation which is suitable to the recipient's medical needs. As mentioned in Section I.B., prior authorization to incur costs of transportation and other related travel expenses may be required *except when* there is an emergency or in cases of retroactive eligibility.
2. When the recipient's attending physician makes a referral or the recipient requests to be transported to a medical provider location that is not within the 30/60 mile transport limits, prior authorization by the county/tribal agency is required.
3. When the recipient's attending physician makes a referral or the recipient requests transport to a medical provider location not within the 30/60 mile transport limits or is not the closest provider capable of providing the level of care beyond the mileage limits, prior authorization by the county/tribal agency for transport and ancillary services should not be made.
4. The county/tribe **will not reimburse** the recipient for transportation provided at no cost to the recipient.
5. Transportation and related travel services are not available to residents of facilities where costs are already included in the facilities daily payment rate. If costs are included in the daily payment rate, it is the responsibility of the facility to provide medically necessary transportation.

Part II. ADA & Meaningful Access to Services

A. Services Available

Goodhue County Health & Human Services will provide interpreter services to Deaf, blind, hard of hearing and Deaf/blind persons, and individuals with Limited English Proficiency (LEP) who are seeking or receiving assistance from Goodhue County Health & Human Services.

Goodhue County Health & Human Services will provide other assistance or services such as training, videos, information pamphlets or other services to individuals seeking or receiving assistance from Goodhue County Health & Human Services.

Medical Assistance (MA) or other service providers, regardless of size, shall provide interpreter services to Deaf, blind, hard of hearing and Deaf/blind persons, and individuals with LEP who are seeking or receiving assistance as soon as the Deaf, hard of hearing, Deaf/blind person or individual with LEP makes the request or the when the need is determined. If subsequent appointments are necessary, interpreter services also need to be arranged prior to appointment.

Providers must offer this service at no cost and in a timely manner to the recipient in accordance with State and Federal laws. This service only applies when interpretation is provided in conjunction with another covered service, is provided during the completion of the cash, food support, medical, or MnChoices eligibility or re-certification meetings with the applicant. Interpreter services are not available for scheduling or arranging medical service appointments.

PART III. Procedures to Obtain Services

A. Authorization of Services

Authorization to incur a non-emergency medical transportation and related ancillary service cost may be arranged in writing, by telephone or online. Documentation of authorization of transportation and related ancillary services must be maintained.

Prior authorization to incur transportation and related ancillary services costs from the county/tribe is required for:

1. Lodging and meal expenses for an MA recipient and/or responsible person accompanying the MA recipient
2. When the agency has determined transportation and ancillary services have been misused. Example: An able-bodied individual living at a location with access to a public bus route uses a taxicab rather than the bus to access medical services available by bus transport.
3. Transportation and related costs to receive DHS contracted reviewer or health plan authorized out-of-state medically necessary services.
4. All transports by bus, taxi, or other common/commercial carriers for non-emergency transportation.

County and tribal local agency administered and State administered non-emergency medical transportation (NEMT) and related ancillary services for the MA fee-for-service recipient is limited to a Primary Care Provider within 30 miles of the recipient's home and Specialty Care Provider within 60 miles of the recipient's home. All fee-for-service NEMT transports and related ancillary services beyond the respective 30/60 mile distances REQUIRE prior authorization by Goodhue County Health & Human Services. Authorization is based on medical necessity and having no provider capable of providing the level of care needed within the mileage limits or a provider closer than the provider location requested.

For the MA fee-for-service recipient, authorization for state administered non-emergency medical transportation and related ancillary service beyond the respective 30 or 60 mile distances must be obtained by the recipient from the local county/tribal agency. Authorization is based on medical necessity and having no provider capable of providing the level of care needed within the mileage limits or a provider closer than the provider location requested.

Health Plan recipients must access primary care services from a provider within 30 miles of their residence and specialty care services within 60 miles of their residence. Authorization for transport and related ancillary services provided and reimbursed by the county or tribal local agency to a provider location exceeding the respective distances, must be obtained by the recipient from the local county/tribal agency. Prior authorization is based on referral by the health plan for the recipient to access covered medical services from the provider at the specific location requested.

B. Emergency Needs Procedure

Prior authorization to incur NEMT and related ancillary services costs is not required for emergency situations. In emergency situations, recipients/applicants must secure transportation and related expenses, using the most cost effective and medically appropriate transportation method and related ancillary services. Recipients/applicants are required to notify the local county or tribal agency within five (5) business days after the emergency to secure consideration of reimbursement for the expenses. Appropriate receipts are required.

C. Billing and Payment Procedures

Goodhue County Health & Human Services will negotiate fees with the referral agency or interpreter.

Goodhue County Health & Human Services will pay the interpreter for the service and charge the expense to the MA administrative account for reimbursement purposes. All bills will be paid by Goodhue County Health & Human Services within 30 days of receipt.

D. Service Restrictions (Provide summary of)

None

Part IV. Access to Appeal Hearing Services

A. Services Available

1. Reimbursement for reasonable and necessary expenses of applicants/recipients attendance at an appeal hearing, such as meals, lodging, parking, transportation, and child care costs.
2. Assistance from Goodhue County Health & Human Services staff in locating transportation.

B. Procedures to Obtain Services

Applicants/recipients shall contact their worker at Goodhue County Health & Human Services if assistance in locating transportation or reimbursement for transportation and/or child care expenses will be needed to ensure the applicants/recipient's attendance at an appeal hearing. Contact should be made at least five (5) business days prior to the appeal hearing date.

C. Billing and Payment Procedures

Transportation expenses will be reimbursed according to the same criteria established in Part I. Providers of transportation services must submit dated, itemized bills for service to Goodhue County Health & Human Services for payment. Applicants/recipients and other persons eligible for cost of transportation services shall submit to Goodhue County Health & Human Services actual receipts, when available, or signed, dated, and itemized statements of mileage. All bills must be itemized on a voucher form which can be obtained from Goodhue County Health & Human Services. Completed and signed vouchers must be submitted within sixty (60) days of the hearing date. All bills will be paid by Goodhue County Health & Human Services within 30 days of receipt.

Child care costs will be paid to the vendor or reimbursed to the applicant/recipient for the time duration of the hearing, including travel to and from the child care provider. Child care will be paid or reimbursed at the hourly rate charged by the vendor or the current "Child Care Program" hourly rate, whichever is less. Goodhue County Health & Human Services will reimburse applicants/recipients directly for their transportation and will either pay the vendor directly or reimburse the applicant/recipient for child care costs. Goodhue County Health & Human Services will then charge the expense to the MA Program administrative account for reimbursement.

D. Service Restrictions

Goodhue County Health & Human Services will not pay for child care if services are provided at no charge to the applicant/recipient.

Part V. County Vouchers

What is the county's/tribe's plan for recipients who cannot afford to pay up-front for a bus pass or taxi?

As needed for clients who cannot afford to pay up-front, Goodhue County HHS will purchase individual bus passes or pursue direct vendor payment of taxi costs.

Do you provide bus passes or taxi vouchers to recipients?

Goodhue County HHS provides bus passes but does not provide taxi vouchers to recipients.

Part VI. Administration of Common Carrier

Do you contract for common carrier services? YES NO (select one)

If yes, please submit a copy of your 2020 through 2021 contract with your Access Plan documents to:

Bob Ries
Minnesota Department of Human Services
Purchasing and Service Delivery Division
540 Cedar St
St. Paul, Minnesota 55164-0984
Email: Bob.Ries@state.mn.us

Part VII. Notification to MA Recipients of Health Care Access Services

- 1. The local agency or tribe shall inform recipient of the Health Care Access transportation plan. Applicants must be informed of available services at the time of application and recertification. They must also be made aware of changes to the non-emergency medical transportation (NEMT) or related ancillary services benefits, reimbursements, coverage, policies and procedures made by the local agency, due to federal action, adjustments to state statute/rule or administrative decisions by the Minnesota Department of Human Services (DHS).**

What is the process or procedures of the local agency for informing the recipients or responsible person of changes to the access plan, local agency processes, procedures, rates, documentation, etc. at times other than application and recertification?

Goodhue County has Health Care Access Plan available upon request, available at Front Desk for walk-ins, available on county website, included with managed care packets, and mailed out as needed in order to inform recipients/responsible person of changes, etc.

What is the process of informing the recipient or responsible person of the access plan benefits and policies or procedures when eligibility is established through the MNSure process?

The process for informing recipient/responsible person of the access plan when eligibility is established through the MNSure process (METS) is the same as those whose eligibility is established through MAXIS. Recipient/responsible person is sent a copy of the "Notice of Access Service Availability to Eligible Minnesota Health Care Program Recipients" with the managed care enrollment packet; those who are excluded from managed care have notice sent to them upon identification of exclusion. Plan is also available upon request and on the Goodhue County website.

- 2. Include with your Biennial Access Plan submission a copy of all documents given to applicants and/or recipients informing them of NEMT and related ancillary service availability. Include the local agency version of "Attachments B – Notice to Recipients", "Attachment C – Trip/Expense Log/Report". Include other documents provided to the recipients/responsible person for access plan administration.**

Part VIII. Other County/Tribe Specific Policies, Procedures and Conditions

What are the identified gaps, issues, and/or barriers for transportation services in your area?

Our gaps and challenges continue to be similar to other rural counties and the past including availability, accessibility and affordability.

What coordination efforts is the county/tribal agency involved in to provide transportation services to its members such as Regional Transportation Planning initiatives?

Locally, South Country Health Alliance (SCHA) County Based Purchasing (CBP) Health Plan has stepped forward with transportation coordination among the SCHA counties which has created better coordination and efficiencies. The new service is called "RideConnect" which is for non-emergency medical transportation (NEMT) services to help SCHA members to get to and from their health care appointments.

Three Rivers Community Action secured a MnDOT grant for development of a Regional Transportation Coordinating Council (RTCC) in Southeast Minnesota. The SE MN Region covers 11-county region which includes: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha, Winona. Each RTCC worked to address the challenges of the current transit system. The RTCC learned how it could help with coordination between transportation providers, service agents, and the private sector in order to fill transportation gaps, streamline access to transportation, and increase options of where and when to travel.

The goal of this initial work was to engage stakeholders in Southeast Minnesota; establish the geographic boundary for the RTCC; develop the RTCC structure and council membership; and prepare an operational implementation plan. The first year ended on June 30, 2019 and as of July 1, 2019, the role of administrative agency was transferred to Olmsted County for longer-term development and implementation of the RTCC and next steps are being developed in order to move this work forward to address and improve transportation challenges in the 11-county region.

In the space below, please communicate any policies and procedures not covered in the Biennial Access Plan Bulletin and attachment documents that reflect county/tribal agency administration of Access Services.

- 1) Prior authorization: For transportation and ancillary services requiring prior authorization, contact shall be made with an Eligibility Worker at least three (3) business days prior to scheduled medical appointment and five (5) business days prior to an appeal hearing.
- 2) All bills must be itemized on an Expense Reimbursement Form; Expense Reimbursement Form is available on the Goodhue County website or can be obtained by requesting of Goodhue County Health & Human Services Eligibility Worker.
- 3) Completed and signed expense forms must be submitted within sixty (60) days of the date of service or appeal hearing.
- 4) Interpreter Services: When an Eligibility Worker has determined that an interpreter is needed, the worker will make arrangements for interpreting services. If it is necessary for the agency to cancel after a meeting time has been set up, the agency will notify the individual interpreter or the interpreter referral service of the need to cancel services at least 24 hours prior to the meeting. If the agency is unable to give prior notice, it will pay the interpreter for two hours.

Part IX. Outside Provider Contracting

Counties/tribes entering into a contract with an outside organization/provider for providing transportation service(s) or coordination activities for county/tribal administered NEMT provided to/for the MHCP recipient **MUST** submit to DHS:

1. A copy of the ALL contract(s) with outside entities related to county/tribal administered NEMT.
*Goodhue County Health & Human Services has included two contracts:
 - Red Wing Mobility,
 - Three Rivers Community Action, Inc.
2. A statement of the per trip rate(s) or administration fee paid to the provider/coordinator
3. Documentation to show how the rates for transport or administrative fees were established
*Rates for transport/administrative fees were established by Goodhue County Health & Human Services by using state rates.

Counties/tribes utilizing an outside provider/coordinator to provide access transportation or administration should not enter into such contracts and provide reimbursement until they have submitted their contract(s) to DHS for review of program policy and procedure consistency. Issues will be addressed.

County/tribal local agencies should send contracts to:

Bob Ries
Minnesota Department of Human Services
Purchasing and Service Delivery Division
540 Cedar St
St. Paul, Minnesota 55164-0984
Email: Bob.Ries@state.mn.us
Fax: (651) 431-7420.

Part X. Upon 60 Day Notice, DHS May Terminate This Plan