



# MONTANA HEALTHCARE PROGRAMS NOTICE

June 15, 2022

## Nursing Facilities

### Medicaid Medical Transportation Services for Nursing Facilities

This communication is in response to several provider inquiries to the Senior and Long-Term Division Care (SLTC) and the Montana Office of Inspector General (OIG) regarding resident transportation to medical appointments to destinations further than 20 miles from the nursing facility. SLTC acknowledges Administrative Rule of Montana (ARM) 37.40.302 Definitions (11) can be a barrier to providers notably in rural Montana communities. In response, SLTC has researched potential solutions and was able to successfully identify resources to consider.

Non-emergency medical transportation (NEMT) is a covered benefit for Montana Medicaid members and is intended to help members get to and from medical appointments. This service requires prior authorization and is available to nursing home residents when the medical appointment is further than 20 miles from the nursing facility. (ARM 37.40.308(8) and 37.40.302(11)).

Nursing facilities may request NEMT assistance for a resident whose medical appointment is further than 20 miles from the nursing facility. The request for prior authorization must be made to the Montana Medicaid Transportation Center at 1-800-292-7114. The request for NEMT services must be made before the medical appointment.

The Medicaid NEMT benefit may be accessed on behalf of the resident. Once approved, and the service is successfully rendered, payment will be made directly to the Medicaid eligible resident; therefore, an agreement will need to be established between the facility and the resident.

Thank you for your organization's continued partnership with the Medicaid Program.

### Contact Information

For claims questions or additional information, contact Montana Provider Relations at (800) 624-3958 or (406) 442-1837 or email [Montana Provider Relations Helpdesk](#).

[Visit the Montana Healthcare Programs Provider Information website at https://medicaidprovider.mt.gov.](https://medicaidprovider.mt.gov)