

**Bureau of Managed Care
Managed Care Organizations
Policy / Procedures**

General Contract Monitoring

Ride Share Waiver Utilization

Pursuant to Contract Revisions Related to the Covid-19 Public Health Emergency (PHE), MCOs are required to perform any services and duties in such a manner that incorporates all applicable provisions of flexibility provided in the Department’s Section 1135 and Section 1115 Waivers as approved by federal CMS, the CMS-approved HCBS 1915(c) Waivers’ Appendix K, Disaster State Plan Amendments, written occurrence from federal CMS, and applicable provisions provided by the “Federal CMS COVID-19 Emergency Declaration Blanket Waivers for Health Care Providers.” The Department is providing the attached written guidance regarding Ride Share Waiver Utilization.

Ride Share Waiver Utilization Guidelines

The MCO shall only use a ride share company under the following circumstances:

1. When no other transportation provider types are available in the area and the MCO has determined that the ride share company would be the most cost-effective negotiated rate option.
2. At least two attempts have been made to obtain transport from other enrolled transportation provider types.
3. Only for curb to curb ambulatory members above the age of 18 or accompanied by an adult who require no physical assistance.
4. As a backup for “recovery” trips in which an enrolled provider is not available, such as in situations when a transport provider does not show up or cancels in less than 24 hours from the time of transport. This includes but is not limited to “provider no-shows, discharge, stranded passengers, will-call and short-notice trips.”
5. If consent is given by the member or member’s representative and is determined to be an appropriate option for the member by the MCO in accordance to the guidelines stated herein.

The MCO shall only utilize a ride share company with the prior knowledge or consent of the member or the member’s representative and shall maintain a record of that consent (via recording, electronically, hard copy, etc.). The MCO shall consider any special needs that the member may have and must determine if the ride share company is appropriate and meets the needs of the member along with the requirements as stated herein.

The MCO shall **not** utilize ride share companies for the following:

1. Transportation of Medicaid members to and from nursing home facilities
2. Transportation of Medicaid members to and from adult day health facilities
3. Shared ride trip requests (i.e. Driver picks up other riders during transport)

When the MCO has determined that use of a ride share company is appropriate to provide NEMT services, the MCO shall:

1. Arrange transportation directly with that ride share company, including scheduling rides, notifying members of the arrangements, as well as providing guidance to ensure the member understands how to utilize the ride share service and request pick up correctly.
2. Determine the appropriateness of this type of transport for the Medicaid member considering factors such as the member’s mobility and comfort-level utilizing the necessary technology and/or processes to access the ride share services.

3. Determine whether there are an adequate number of drivers for the ride share company in the area to avoid no-show situations where a driver is not available at the time the member indicates they are ready for pick up.

4. Follow up with the ride share company to address complaints, accidents, and incidents involving Medicaid members and any ride share drivers.

Other issues to be considered when utilizing ride share companies:

- The MCO shall reimburse the ride share company for completed trips. The MCO shall submit the claim information to HFS or the Enrolled MCO as applicable. The claim data shall include the following data elements: Transportation Provider Name, Provider ID, Provider TIN, Provider Type (COS 055), RIN, Prior Approval Number, Pick up & Drop Off Addresses, Mileage, Pick Up and Drop Off Times, and Total Cost of Trip. For Encounter Data, the Enrolled MCO should submit the claim information utilizing the T2003 trip code.
- When a “Scheduled Ride” (set pick up date & time) or an “On-Demand” ride is booked through the Ride Share Company via their HealthCare Platform, the Ride Share Company should return an upfront fare to our partners which displays the total price that will be paid by our partner for the ride. This price is determined by a rate card for each city including a base fare, mileage rate, minutes rate, tolls, taxes, and in rare scenarios, prime times fees based on supply and demand. The upfront price of this ride will not change unless the ride goes off-route for any reason (e.g., a member safety concern).
- When a “Flex Ride”/”**ReserveRide**” option is utilized, the Ride Share Company allows the ordering organization to book a ride for the passenger with fixed pickup and drop-off locations and the Ride Share Company should automatically send a link via SMS to the passenger’s phone which, when activated by the passenger, will dispatch a driver to their pickup location for the ride. The ride must be ordered by the passenger within a 24-hour window. The ordering organization will receive an estimated fare when booking the flexible reserve ride” on behalf of a passenger, but in some cases, the total fare may vary based on demand. Certain factors can affect the total cost of the trip such as whether the driver took an alternative route, toll fees, etc. In addition, a Prime Time upcharge, which is variable and can be significant, could be added to the total cost of the trip. Additional fees associated with Prime-Time Pricing and surge fees fluctuates and is based on a particular area’s busiest hours and various factors (i.e. high demand, heavy traffic, weather-related issues). The driver should not allow any variance in the transportation. The trip should be limited to the pickup and drop off location at the time of the request.
- If there are only a few drivers available in the area at the time the MCO attempts to obtain an estimate for a potential upcoming trip, the ride share company may not be the most reliable transportation provider to utilize. The MCO should understand that ***driver availability is not guaranteed for any trip***, even when the MCO sets up a Flexible Ride Request up to a week in advance. Driver availability can vary based on the day/time that a trip is requested.
- Ride requests must be made for each leg of the trip.
- Ride Share Drivers can reject a ride for various reasons such as weather, distance, and general willingness of the driver, etc. If a ride share link is texted to a member and it fails to

connect the member with a driver due to no driver availability, it will state the ride was canceled due to no drivers available (\$0 charge). Once a request is canceled due to no drivers, the ride share company will not allow the member to use the same request to search again. If the driver and rider fail to connect for the requested ride within the set 5-minute timeframe, there will be \$0 for member no-show. The MCO will need to manually send another link to the participant or request another ride for the member in real time to attempt to connect the member with another driver.

DEFINITIONS

Curb-to-Curb: Refers to a member waiting outside their home for transportation provider to pick them up on a scheduled day and time. The driver will pull up and stop in front of the curb to pick up the passenger.

Discharge: Refers to the point at which a member leaves the hospital or other outpatient facility and either returns home or is transferred to another facility such as one for rehabilitation or to a nursing home.

Flex/Reserve Trip: Refers to a flexible ride option that allows passengers to dispatch rides on their own to and from fixed destinations for the medical appointment needs. The participant notifies the ride share company via text or phone when the participant is ready to be picked up. The trip date is scheduled beforehand (pending driver availability) but the time of the pickup is flexible based on when the participant requests the ride that day and is ready to be picked up. In many situations, the ride share provider will send a link via SMS to the passenger's phone which, when activated, will dispatch a driver to their pickup location for the ride. The link is typically active for 24 hours.

Provider No-Shows: Refers to a NET provider who agreed to transport a member on a scheduled day and time but did not show up as expected.

Recovery: Refers to a transport that takes place after a scheduled transport fails.

Short-Notice Trips: Refers to any trip that is not requested by the participant or provider at least 7 days in advance of the trip occurrence.

Stranded Passengers: Refers to a member who is not picked up within thirty (30) minutes after the end of their agreed upon or requested pick-up window.

Will-Call: Refers to a transportation arrangement in which a NET provider agrees to be on standby during a specific time frame for participant pick up or drop off purposes. The participant or MCO agrees to notify the NET provider when the participant is ready for pick up during the agreed upon time frame.

Policy History
General Contract Monitoring
Reporting the Death of a Member

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Action:
PHE Policy Guidance

Policy Originator
Bonnee Hartman

Policy Revisions
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Revision Approved
[name of person whom approved revision]