



TO: All Providers

RE: Announcement of Non-Emergency Medical Transportation (NEMT) Contractor

Effective for dates of service January 1, 2018 and forward, Non-Emergency Medical Transportation (NEMT) for Medicaid members will be coordinated through a new contractor, Veyo, a Total Transit company. Additional information may be found at: <http://portal.ct.gov/DSS/Health-And-Home-Care/Non-Emergency-Medical-Transportation>

The current contract with LogistiCare runs through December 31, 2017. Staff members from the Department of Social Services (DSS), Veyo and LogistiCare are working to make the transition as seamless as possible.

Authorizations previously approved by LogistiCare for rides after January 1, 2018 will be honored by Veyo. For transportation reservations for dates of service on or after January 1, 2018, please contact Veyo at 1-855-478-7350. For questions regarding facility transportation requests, please contact Michael Rivas of Veyo at 1-855-478-7350.

Facilities and providers may request NEMT by contacting the call center at 1-855-478-7350.

What Will Change: All requests for transportation are required to be made to Veyo. Veyo is responsible for determining the member's eligibility, assessing the most appropriate mode of transportation based on medical necessity and appropriately assigning the trip to an enrolled available provider.

What Does Not Change: The types of transportation services offered will not change.

Transportation services may be requested by the member, member's family, member's healthcare provider or a facility (e.g. nursing home, hospital or dialysis facility). Requests will not be permitted to be made by a transportation provider on behalf of the member.

Requests for rides must still be made at least 48 hours (not including weekends and holidays) before an appointment. If a member needs to see their healthcare provider the same day or next day, the member must call as soon as they can to make arrangements. Members and facilities are reminded to cancel or change any transportation requests as soon as possible if an appointment has changed or has been cancelled.

Clinical information to support the transportation request will continue to be collected from providers. Forms can be found at: <https://CT.ridewithveyo.com>