



Deidre S. Gifford, MD, MPH, Commissioner

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TO: All Providers

RE: CMAP COVID-19 Response – Bulletin 25: Non-Emergency Medical Transportation and Non-Emergency Ambulance Transportation

As an interim measure in response to the Governor’s recent declaration of a public health emergency as the result of the outbreak of COVID-19 (coronavirus) in Connecticut, the Department of Social Services (DSS) is temporarily taking several steps to address the needs of Medicaid members as well as the provider community. These steps are intended to help reduce unnecessary exposure to health care workers and the general public, and generally help contain the spread of the virus. All changes outlined in this bulletin are in effect until DSS has notified providers in writing that the state has deemed COVID-19 no longer to be a public health emergency or DSS otherwise determines in writing that some or all of these specific measures are no longer needed to help protect the public health (the “Temporary Effective Period”).

DSS recently implemented the use of telemedicine and telephonic services for a wide array of medical and behavioral health services. Healthcare providers and Medicaid members should maximize the use of these services in order to decrease the risk of transmitting the coronavirus. DSS is requesting that healthcare providers communicate with HUSKY members and inform them that services may be done via telemedicine and/or telephone per the guidelines outlined in provider bulletins 2020-09, 2020-10, 2020-14 and 2020-25.

In addition to the implementation and expansion of telemedicine and telephone services, methadone maintenance providers should work with members receiving

treatment to determine if a member may be able to receive a greater quantity of take-home medication than previously allowed in order to help reduce the frequency of trips to the facility.

At this time, Veyo, DSS’ non-emergency medical transportation (NEMT) broker, has not cancelled nor suspended any scheduled rides to appointments due to the coronavirus. However, during this public health emergency, DSS strongly recommends that providers make every effort to limit the scheduling of in person appointments or treatments to those that are absolutely necessary. This will, in turn, allow NEMT to be reserved for essential and life sustaining healthcare treatment.

Effective immediately, the following updates are being made to NEMT:

- Veyo will not multi-load unrelated passengers; and
- NEMT providers will not be permitted to enter any healthcare facility in order to facilitate the pick-up or drop-off of a member.

Please Note: If a healthcare facility or provider has cancelled or rescheduled any appointments for Medicaid members due to the public health emergency, please notify Veyo as soon as possible that the appointments are cancelled so they can remove the trips from their schedule.

Veyo has added questions to their call scripts to determine if a member is experiencing flu-

like symptoms, such as a cough or fever or has tested positive for the coronavirus. Members with flu like symptoms will be asked to contact their healthcare provider to determine if it is necessary to be seen in person.

If the member confirms with the healthcare provider that an in-person visit is necessary and the member is not positive for COVID-19, Veyo will schedule the ride.

Healthcare providers who schedule NEMT trips directly with Veyo on behalf of Medicaid members are confirming, through their request for NEMT services, that an in-person visit is required, and the person has not tested positive for COVID-19.

Transportation for Individuals with Confirmed COVID-19:

Effectively immediately, individuals who have tested positive for the coronavirus meet a higher mode of transportation and should use non-emergency ambulance services.

Members who are currently positive for the coronavirus may only be transported via ambulance at this time. The member's healthcare provider must contact the ambulance provider directly to request the transport.

Healthcare providers who have determined that they need to see a patient in person who has tested positive for COVID-19 should use their existing methods to contact the appropriate ambulance company to transport patients. Healthcare providers should not contact Veyo to arrange ambulance transports.

For questions about billing or if further assistance is needed to access the fee schedules on the Connecticut Medical Assistance Program Web site, please contact the Provider Assistance Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-842-8440.

Posting Instructions:

Policy transmittals can be downloaded from the Web site at www.ctdssmap.com.

Distribution:

This policy transmittal is being distributed to providers of the Connecticut Medical Assistance Program by DXC Technology.

Responsible Unit:

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