



NON-EMERGENCY MEDICAL TRANSPORTATION OVERSIGHT

HIGH RISK FOR FRAUD, WASTE, AND ABUSE

Created by federal mandate, non-emergency medical transportation (NEMT) is a Medicaid benefit designed to help ensure beneficiary access to medically necessary services [P.L. 116-260]. Though the scope varies by state, NEMT generally covers a range of transportation to and from medical appointments for Medicaid beneficiaries with no other means of accessing services to which they are entitled.

States have discretion over the systems of delivery for their NEMT programs, which commonly include fee-for-service, managed care plans, third-party broker. States must implement effective oversight of the NEMT program to ensure proper rendering, documenting, and billing of services in compliance with federal and state regulations.

Studies by the Health and Human Services Office of the Inspector General have found inadequate oversight and improper payments for trips that did not meet federal and state requirements.¹ For those reasons, federal oversight authorities have identified the NEMT program as high risk for fraud, waste, and abuse.

HOW WE CAN HELP

At Myers and Stauffer, we are one of the few firms in the country whose focus is on behalf of government agencies to ensure spending of public funds complies with state and federal laws and regulations. We are the consultants of choice for benefit reviews involving managed care auditing, program integrity, investigative services, and financial validations – a distinction gained through more than four decades of service to our clients. In fact, Myers and Stauffer has extensive experience helping state Medicaid agencies with NEMT compliance, benefit oversight, and program integrity initiatives.

¹ <https://www.macpac.gov/wp-content/uploads/2021/06/Chapter-5-Mandated-Report-on-Non-Emergency-Medical-Transportation.pdf>



TARGETED SERVICE OFFERINGS

Our services include:

- Reconciling statutory reporting requirements to provider-submitted documentation (e.g., trip tickets, driver and vehicle information) and paid claims data to confirm the service billed was rendered at the least costly, medically necessary, and/or approved transport level.
- Reconciling NEMT trip data to medical claims data.
- Confirming NEMT claims paid at appropriate rates based on date of service and units billed.
- Evaluating claims adjudication system edits and audits for effectiveness and making recommendations to strengthen NEMT-related edits and audits.
- Identifying non-compliance and assisting with recovery of overpayment and/or distribution of educational guidance as directed by the state.
- Developing educational trainings and outreach opportunities geared towards providers for improved service performance and program compliance.
- Reviewing contracts between the state and managed care organizations (MCOs) and/or brokers.
- Assisting with contract oversight of MCOs and/or brokers administering the NEMT benefit.
- Collaborating with key stakeholders to ensure effective administration of the NEMT program and beneficiary satisfaction.

WHY MYERS AND STAUFFER

Since 1977, we have worked exclusively with local, state, and federal government health and human service agencies to help them accomplish their most critical goals for the nation's most vulnerable people. **We know public health care. We know Medicaid. We know well the nature of these programs.** Unlike most firms in our industry, we intentionally restrict our practice to government-sponsored health care and human service programs. By virtue of our certified public accounting firm model, we avoid any engagements that could create any real or perceived conflicts of interest.

Our real-world understanding of Medicaid agency needs, challenges, opportunities, and issues makes us well qualified to provide clients with the timely and targeted solutions they need most. Backed by talented professionals who meet the highest ethical and compliance standards, we have solid working relationships with our clients, built on foundations of trust we have strived to earn through our history of strong performance and exacting execution. Our NEMT team comprises a deeply skilled and highly trained group of policy and compliance subject matter experts, documentation review specialists, and data analysts who will work collaboratively with your organization to mitigate risks associated with your state's NEMT benefit.

FOR MORE INFORMATION

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