

REPORT HIGHLIGHTS



MEDICAID NON-EMERGENT
MEDICAL TRANSPORTATION
PERFORMANCE AUDIT, AUGUST 2021

DEPARTMENT OF HEALTH CARE POLICY
AND FINANCING

KEY CONCERN

The Department of Health Care Policy and Financing (Department) has not ensured that Medicaid Non-Emergent Medical Transportation (NEMT) is administered in line with federal and state requirements or in a manner that provides Medicaid recipients consistently reliable transportation to and from their medical care.

KEY FINDINGS

- From July 2020 to February 2021, the Department paid \$291,600 for NEMT claims that did not comply with Medicaid requirements, such as claims without support that rides were provided, claims that were overpaid, and claims that were for rides that were not for medical care; these noncompliant payments are known questioned costs. The Department also paid \$5.18 million for claims that are potentially noncompliant, such as claims likely paid at incorrect rates, which are likely questioned costs. The federal government could require the State to repay one-half of the known and likely questioned costs.
- From December 2020 through February 2021, the Department paid \$3.5 million to 66 NEMT transportation providers that did not schedule rides or submit claims through the statewide contractor, as the Department required. The Department did not monitor the services of these providers that bypassed its statewide contractor.
- The Department did not ensure its statewide contractor complied with contract requirements, such as ensuring recipients are picked-up on time and their calls are answered timely. As a result, recipients did not receive equitable services across the State and providers were not consistently held accountable for poor service.
- The Department paid its statewide contractor \$126,840 for NEMT rides that the contractor did not pay to the 28 NEMT providers, as required.
- The Department did not ensure its statewide contractor resolved and reported all recipient complaints or incidents that risked recipient health and safety, as required. For example, 68 percent of complaints went unresolved and 75 incidents went unreported and unresolved. As a result, some safety and service issues were not addressed and the Department could not monitor all complaints and incidents to ensure safe, quality services.
- The Department did not report 32 acts of potential mistreatment of at-risk adults during NEMT rides, including recipient injuries, to law enforcement or Adult Protective Services, as required.

BACKGROUND

- Medicaid is a federal-state program that provides health care coverage and services to eligible low-income adults and families with children, and is Department-administered.
- NEMT is a benefit available to all Medicaid recipients so they can access medical care. From July 2020 to August 2021, the Department contracted with IntelliRide to administer NEMT statewide, such as by coordinating transportation for recipients, paying ride providers, and submitting claims to the Department for reimbursement.
- During the audit period July 2020 to February 2021, the Department paid \$33.2 million for NEMT services.
- In September 2021, the Department plans to amend the NEMT contract with IntelliRide so that it only serves nine Front Range counties; transportation providers will serve the remaining 55 counties.

KEY RECOMMENDATIONS

- Implement IT and other processes to pay NEMT claims in line with requirements, improve documentation of services and contract monitoring, recover known questioned costs, investigate and recover likely questioned costs, and deny claims from providers that bypass the assigned contractor.
- Ensure the NEMT contractor complies with contract requirements for service provision and customer service, and establish a process to assess NEMT recipient satisfaction with services.
- Ensure the NEMT contractor pays providers accurately; and tracks, resolves, and reports complaints and incidents.
- Report potential mistreatment of at-risk adults to law enforcement and Adult Protective Services.

The Department of Health Care Policy and Financing agreed with the audit recommendations.