

**Alabama Medicaid Agency  
Non-Emergency Transportation RFI 2011-10-01  
Responses to Questions  
October 21, 2011**

**General Questions:**

- 1) How are Medicaid recipients currently notified of their eligibility for NET?

**Medicaid recipients are provided information regarding NET upon approval for Medicaid in the *Your Guide to Alabama Medicaid Handbook*. Social Workers/Care Coordinators, etc, also refer recipients they work with who are in need of transportation assistance.**

- 2) Does the Agency anticipate that a vendor's call center will coordinate the requests for transportation received via the 10 NET District Coordinators or will all recipients, social workers, case workers and facilities be expected to direct requests for transportation directly to the call center?

**The Agency anticipates that a vendor's call center will directly receive and coordinate all requests for transportation from recipients, social workers, case workers and facilities for transportation.**

- 3) What is the Agency's current gas reimbursement rate?

**The Agency currently reimburses @ \$.25 per mile or \$5.00 to \$6.00 for local trips.**

- 4) Are there currently member groups / facilities that are reimbursed for providing transportation to eligible recipients in their care?

**There are some Nursing Homes that provide transport to residents and are reimbursed for these transports.**

- 5) Are there transportation dollars paid via resources other than the 10 Medicaid districts?

**The Agency's Central Office houses 10 Medicaid staff members dedicated to the issuance of NET Transportation assistance.**

- 6) Are the counties currently responsible for arranging and paying for any Medicaid trips? If so, are those dollars accounted for in this RFI?

**No, there are no counties responsible for Medicaid trips.**

- 7) Do you have statistics available for Patient 1<sup>st</sup> Medicaid patients for Lee, Chambers, Macon and Tallapoosa Counties? I would like to know how many annual transports as well as the cost of these transports.

**No, the Non-Emergency Transportation (NET) Program does not capture the data that you are requesting regarding the transport of Patient 1<sup>st</sup> recipients. Program information is not available by eligibility group.**

- 8) The RFI requests electronic and a hard-copy mail submission. May we submit our response electronically on the due date (October 31) with a Fed Ex delivery to follow, arriving on November 1?

**Yes, you may submit your electronic response on 10/31/2011 and your hard copy arrive on 11/01/2011.**

- 9) Will responses to the RFI be confidential or are they subject to the Freedom of Information Act?

**Responses will not be confidential.**

- 10) Question 2 requests an Annual Report, are audited financials sufficient?

**Audited financials will be sufficient.**

- 11) In the data provided on program costs there are two items, Approximate Funds Expended and Administrative Costs; are the Approximate Funds Expended inclusive of Administrative Costs?

For example, would the total program expense below be \$8,906,127.51 or \$10,242,302.72?

<b>APPROXIMATE FUNDS EXPENDED</b>	<b>\$8,906,127.51</b>
<b>ADMINISTRATIVE COSTS</b>	<b>\$1,336,076.21</b>

**Approximate Funds Expended is inclusive of the Administrative Costs. In the above example, the total program expense is \$8,906,127.51.**

- 12) Could you provide information about the current process and structure of your NET program? For example:

- a. Does the program require pre-authorizations? Or is it a retrospective process?
- b. Are members scheduling with Alabama NET staff? Or directly with transportation providers?
- c. Does the State want to retain the current process or are they seeking change?

Any details the State can provide will help us offer the most cost-effective options in our response.

- a. All reimbursements are pre-approved; however, the process is retrospective in that the reimbursement is made after the trip has been made and appointment verification secured.**
- b. Recipients must contact the State to request assistance and to request a transportation source if they do not have private vehicle transport. Once a source is identified, the recipient contacts the Transporter and the State to request reimbursement for the transport.**
- c. The State is considering a broker model of transportation and is seeking innovative and creative responses that will detail the provision of services while resulting in a cost savings.**

13) Could you please provide a physical mailing address that we may ship the RFI Responses to? Overnight carriers will not deliver to P.O. boxes.

**The physical address for the Medicaid Agency is listed below:  
Alabama Medicaid Agency  
Non-Emergency Transportation  
501 Dexter Avenue  
Montgomery, AL 36104**