

Iowa Total Care Waiver Transportation Network Waiver Transportation Provider Education Document

Iowa Total Care (ITC) has subcontracted with Access2Care (A2C) for Waiver member nonmedical transportation provider services. As this program has a few modifications from the A2C NEMT network, we are providing this educational piece. Below are many of the procedural pieces that a waiver transportation provider will complete and we are providing this information guide to assist with appropriate communication.

Process Overview

ITC LTSS Case Managers will be determining the Waiver member's Plan and contacting the Waiver transportation provider to arrange the Member Plan's transportation services. Once accepted by the Waiver transportation provider, the member will contact the Waiver transportation provider to schedule their Waiver non-medical transports.

The Waiver transportation provider would then process the completed trips through the A2C Waiver process based on being an A2C contracted Waiver provider having completed credentialing and process training.

Continuity of Care Period

During this initial transition period until the LTSS Case Manager issues new member Plans, the Waiver transportation provider should follow the prior MCO Plan and continue to provide transports. The Waiver transportation provider would need to verify the member is an ITC member and then provide the ride. All Waiver non-medical trips for ITC members will be paid to an A2C contracted Waiver provider during this period.

If not currently contracted with A2C, please contact A2C to start the process. All waiver nonmedical trips for ITC members will be paid for transportation services provided beginning July 1, 2019 for the continuity care period of 90 days. **Note:** For ITC Members please continue to provide requested Waiver rides.

Q & A

Question 1 – How will I, as a waiver transportation provider, receive communication about an authorization, member information and transportation services that I am to provide?

Answer - All authorization and set up of transportation for a waiver member will come directly from ITC's LTSS Case Management team.

Question 2 – If a member reaches the maximum number of rides or dollars for the authorization period, who do I contact to discuss an additional authorization?

Answer – The transportation provider should reach out to the members ITC LTSS Case Manager to discuss any additional transportation services or changes in transportation services that are required as a part of the authorization. The ITC LTSS Case Manager will make a decision if additional transportation services are warranted and update the members' authorization. The ITC LTSS Case Manager will verbally communicate to the member and the transportation waiver provider any updates to the authorization.

Please Note: Any transportation services that are not authorized will be denied and transportation waiver provider will not be reimbursed and cannot request reimbursement from the member. This will begin once the continuity of care period has ended.

Question 3 – Who should a member contact if they are not available for their ride on a specific day (i.e. illness and unable to leave home)?

Answer – As with their current program if a member does not need transportation for a specific day they should contact the transportation provider. The transportation provider does not need to contact A2C or ITC, the lack of the service should be noted by lack of date of service on the claim.

Question 4 – As the transportation waiver provider, who do I notify if I am unable to complete a trip for a member?

Answer – The transportation waiver provider should contact the member to let them know if they are unable to complete a trip. The member should either use their authorized back up transportation provider or contact their ITC LTSS Case Manager to assist with transportation. The transportation provider does not need to contact A2C or ITC, the lack of the service should be noted by lack of date of service on the claim.

Question 5 – Who should I contact if I have member eligibility questions?

Answer – We encourage you to check eligibility after the 3rd of each month to check for any changes in eligibility. To check eligibility you may contact either:

- Eligibility and Verification Information System (ELVS) at:
 - 515-323-9639 (locally in Des Moines) or,
 - 1-800-338-7752 (toll-free)
- Iowa Total Care Provider services at 1-833-404-1061

Question 6 – Where do I send claims?

Answer – All claims should be sent to Access2Care at S_A2CCentralWaiverT@amr.net or call the A2C Waiver Team at 1-888-630-4822.

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