



North Carolina Department of Health and Human Services  
Division of Medical Assistance

Pat McCrory  
Governor

Aldona Z. Wos, M.D.  
Ambassador (Ret.)  
Secretary DHHS

Carol H. Steckel, MPH  
Director

October 2, 2013

**Re: Non-Emergency Medical Transportation (NEMT) Compliance Reviews**

Dear County Director of Social Services:

Over the next year, the Division of Medical Assistance (DMA) will be conducting compliance reviews of the Non-Emergency Medical Transportation (NEMT) program in all 100 counties of the state. The same consultant group that was employed last year, KFH Group, Inc, will conduct these reviews. You are asked to cooperate in all ways possible with the consultant team. Unlike the previous audit, administrative and billing errors and contract infractions may be subject to charge backs.

Your agency will be contacted 10 business days or more before the team is scheduled to visit your county. At that time, you will be provided a copy of the Compliance Review Workbook. The Workbook includes both 1) a list of materials your agency will be asked to provide in advance of the review team visit and 2) a survey your agency will be asked to complete. Both will be due five business days before the on-site visit. The actions and timeline are presented in the attached Table. For your reference, a copy of the Workbook can be found on the DMA's transportation webpage at <http://www.ncdhhs.gov/dma/services/transportation.htm>.

For most counties, the on-site portion of the review will require only one day. Please have the appropriate staff available on the day the review team visits. Also, please have all February 2013 NEMT records available in one location to make your time with the review team as efficient as possible, including:

- February 2013 recipient NEMT files
- NEMT files to support your February 2013 Trip Logs including documentation verifying that Medicaid covered services were received on the date each trip was provided (DMA-5118 – Verification of Receipt of Medicaid Covered Services or other equivalent)
- NEMT vendor verification and monitoring files
- NEMT safety files including driver, insurance, vehicle and drug testing records

www.ncdhhs.gov • www.ncdhhs.gov/dma  
Tel 919-855-4100 • Fax 919-733-6608

Location: 1985 Umstead Drive • Dorothea Dix Hospital Campus • Raleigh, NC 27603

Mailing Address: 2501 Mail Service Center • Raleigh, NC 27699-2501

An Equal Opportunity / Affirmative Action Employer



- NEMT reimbursement request files and forms

Note, on the day of the scheduled visit, you must have available a staff person who is able to print both the Individual Inquiry (ID) and Individual Eligibility History (IE) screens for recipients who took the randomly- selected trips being reviewed.

The consultant team looks forward to working with you on these reviews. If you have any questions about the process, contact Linda Marsh, Manager, Quality Assurance and Special Projects, at 919-814-0134.

Sincerely,

Carol Steckel, Director  
Division of Medical Assistance