



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

Pat McCrory
Governor

Richard O. Brajer
Secretary

Dave Richard
Deputy Secretary for Medical Assistance

September 10, 2015

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 43 counties of the state. The same consulting group that was employed last year, KFH Group, Inc., will conduct these reviews. You are asked to cooperate in all ways possible with the consulting team. Like 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. For your reference, a copy of the Workbook can be found on the DMA's transportation webpage at <https://medicaid.ncdhhs.gov/providers/programs-services/medicaid-transportation> 

For most counties, the on-site portion of the review will require 1½ to 2 days. Please have the appropriate staff available on the day the review team visits. Also, have all April, May and June 2015 NEMT records available in one location to make your time with the review team as efficient as possible, including:

- April, May and June 2015 recipient NEMT files
- NEMT files to support your April, May and June 2015 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
- NEMT reimbursement request files and forms

Note, on the days of the scheduled visit, you must have available a staff person who is able to print the benefit history screen and any other screens that can provide individual identifiers such as MID/SS#s and program category for recipients who took the randomly-selected trips being reviewed.

The consulting team looks forward to working with you on these reviews. If you have any questions about the process, please contact Ena Lightbourne, Policy Coordinator, at 919-855-4004.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Richard". The signature is stylized with a large, sweeping initial "D" and "R".

Dave Richard