



1 include Aetna Better Health, Amerigroup, AmeriHealth Caritas of Louisiana, Louisiana  
2 Healthcare Connections, and United Healthcare Community Plan; and

3 WHEREAS, the Southeastrans organization authorizes NEMT trips for Medicaid  
4 recipients who are not enrolled in a health plan, including those persons who regularly  
5 participate in Medicaid or fee for service; and

6 WHEREAS, the Medicaid fiscal intermediary will receive and process claims  
7 submitted by NEMT providers for these Medicaid recipients; and

8 WHEREAS, each health plan is responsible for establishing its own trip authorization  
9 and claims processes and is required to share this information with providers that contracted  
10 in that health plan; and

11 WHEREAS, the authorization and claims processes may differ from NEMT  
12 processes and reimbursement policies for recipients in traditional Medicaid; and

13 WHEREAS, there is a significant amount of variables involved in the provision of  
14 NEMT services, and one sole provider may not be sufficient to handle all of the state's  
15 NEMT services; and

16 WHEREAS, it is vital for the Louisiana Department of Health to study and examine  
17 its existing rules for single broker nonemergency medical transportation services and  
18 promulgate additional rules, if deemed necessary.

19 THEREFORE, BE IT RESOLVED that the House of Representatives of the  
20 Legislature of Louisiana does hereby urge and request the Louisiana Department of Health  
21 to study and promulgate additional rules for single broker nonemergency medical  
22 transportation services relative to compliance and oversight and to report its findings to the  
23 House Committee on Health and Welfare on or before September 8, 2023.

24 BE IT FURTHER RESOLVED that the information gathered from the study shall  
25 be submitted in the form of a written report and address the following topics:

26 (1) The performance of a single broker system in comparison to the multiple broker  
27 systems.

28 (2) The amount of guaranteed trips per vehicle for registered brokers.

29 (3) The amount of dollars paid per day per vehicle registered with the company.

1 (4) The penalties and oversight provisions for brokers who do not comply with the  
2 existing NEMT regulations, if any.

3 (5) The oversight provisions for disputes between brokers and the department.

4 (6) The ability of passengers to select their own means of transportation.

5 (7) The timeliness and method of delivery for cancellation information when drivers  
6 are unable to accommodate passengers.

7 (8) The disciplinary provisions for drivers who are unresponsive, if any.

8 (9) The disciplinary provisions for drivers who practice nepotism, if any.

9 (10) The disciplinary provisions for the untimely submission of driver credentials,  
10 if any.

11 (11) The disciplinary provisions for drivers who submit paper claims, if any.

12 (12) The continued use of MediRoutes NEMT software and the provider  
13 malfunctions associated with such use.

14 (13) The frequency of trip cancellations due to misinformation from the MediRoutes  
15 NEMT software.

16 (14) The continual changes in the dates of payment for NEMT services.

17 (15) The prohibition of incentives for after-hour trips and discharges.

18 (16) The current base and per-mile rates for NEMT services.

19 BE IT FURTHER RESOLVED that a copy of this Resolution be transmitted to the  
20 secretary of the Louisiana Department of Health.

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#### DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

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HR 272 Original

2023 Regular Session

Lyons

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Requests that the information gathered from the study be submitted to the House Committee on Health and Welfare in the form of a written report on or before Sept. 8, 2023.