



Actions for Non-Emergency Medical Transportation Providers During COVID-19

[Michigan.gov/Coronavirus](https://michigan.gov/Coronavirus)

To slow the spread of COVID-19, it is now necessary to further tighten protocols governing non-emergency medical transportation (NEMT) for Medicaid beneficiaries. Local Michigan Department of Health and Human Services (MDHHS) county offices must take the following steps related to the provision of NEMT services:

- **Transportation services to and from necessary health care visits that protect health and safety and sustain life are considered necessary health care services under the Governor's Stay-At-Home Orders (Executive Order 2020-21).**
- **Transportation providers must follow the Centers for Disease Control and Prevention (CDC) recommended guidance to protect their health and safety located at <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.**
- **Local MDHHS county offices or transportation providers, depending on the local office's process, must telephonically screen beneficiaries/individuals who must ride with the beneficiary (medically necessary attendant, parent, foster parent, caregiver or guardian) for symptoms per CDC guidance prior to scheduling a transport and at the provider's arrival for pick-up so transportation providers can take necessary precautions. Local offices must ask beneficiaries/individuals about each listed symptom.**
- **Local MDHHS county offices must telephonically screen transportation providers for symptoms per CDC guidance prior to scheduling a transport. Transportation providers must screen themselves for respiratory and fever symptoms prior to transport. If symptoms exist, transportation providers must inform their local MDHHS county office that they cannot provide transportation. Transportation providers who are sick should stay home for at least 14 days.**
- **Local MDHHS county offices must urge beneficiaries with COVID-19 symptoms to call their provider's office before scheduling a transport so the provider's office can take precautions to prevent exposure to other individuals. A beneficiary's provider may suggest telemedicine, which would not require transportation.**
- **Except in limited circumstances, rideshare arrangements (multiple riders in one vehicle) are prohibited, and local MDHHS county offices must schedule all transports as single rider trips. Prior to arranging any rideshare transport, a local office must contact Lida Momeni at momenil@michigan.gov for an exception to the rideshare**

prohibition. Parents, foster parents, caregivers or legal guardians of minor beneficiaries (under 18 years of age) and medically necessary attendants are not prohibited from riding with the beneficiary.

- **Local MDHHS county offices must limit public transportation and encourage single rider transportation.**
- **Local MDHHS county offices must allow volunteer and vested interest drivers to receive full mileage reimbursement to pick up and drop off medications and medical supplies without beneficiary presence in the vehicle.**
- **Local MDHHS county offices should accept verbal attestation and note of attestation in place of physical signatures on the Medical Transportation Statement (MSA-4674) and Medical Verification for Transportation (DHS-5330) to reduce physical contact and sharing of material between providers and beneficiaries. Local offices should note this is permissible due to COVID-19 exceptions.**
- **Transportation providers must take precautions as follows, pursuant to CDC guidance:**
 - If a transport must be made to sustain the life of a beneficiary confirmed to have COVID-19 or a Person Under Investigation for COVID-19, the beneficiary should wear a disposable facemask during the transport. If the beneficiary is unable to wear a disposable facemask, then the transportation provider should wear a disposable facemask.
 - Gloves and facemasks should be discarded immediately after use with a beneficiary who is confirmed or suspected to have COVID-19.
 - Hands should be washed with soap and water after removal of gloves and facemask. If soap and water are not readily available, an alcohol-based hand sanitizer (at least 60% alcohol) should be used until hands can be washed. Review <http://www.cdc.gov/cleanhands/> for more information.
- **Transportation providers and beneficiaries must practice proper hand hygiene per CDC guidance.**
- **Beneficiaries and drivers must cover their mouth and nose with a tissue when they cough or sneeze or use the inside of their elbow. Used tissues must be thrown in the trash, and hands must be immediately washed with soap and water. If soap and water are not readily available, an alcohol-based hand sanitizer (at least 60% alcohol) should be used until hands can be washed.**
- **Transportation providers should**
 - Keep windows open when possible
 - Increase ventilation

- **Transportation providers must routinely disinfect all work areas. Frequently touched surfaces in passenger compartments (including but limited to equipment control panels, adjacent flooring, walls and ceilings, door handles, seats, and driver cell phones) should be disinfected. Lists of EPA-registered disinfectants can be found at <http://www.epa.gov/oppad001/chemregindex.htm>.**