Non-Emergency Medical Transportation

- NEMT stands for non-emergency medical transportation. NEMT sets up transportation for recipients.
- You can only get a ride to a Medicaid service.
- You do not have a choice of providers.
- Transportation is not provided to some medical services, such as to the pharmacy, adult day health services and some others.
- NEMT may use public transportation to get you to your appointment.
- You may be able to get help with gas costs if you have a car or a friend or neighbor who could take you.
- You may need to get a note from your doctor if the provider is far away.

How do I use the NEMT Program?

Call: 1-866-269-5927
Call at least 5 calendar days before your appointment
You may call 24 hrs per day, 7 days a week

For more info visit:
http://dss.mo.gov/mhd/participants/pages/medtrans.htm
This booklet is a guide to MOHealthNet services for people with developmental disabilities and their supporters.

For more information on MOHealthNet

CALL

Any Family Support Division Office
(for information on eligibility)

OR

MOHealthNet Participant Services
(for information on services or providers)

1-888-275-5908

Some Important Things To Remember About Your Rights and Responsibilities:

1. If you get a letter from the Family Support Division and you disagree with what it says, you have the right to say you disagree by sending back the form that comes with the letter.

2. If you disagree, you have to tell the Family Support Division that you disagree pretty quickly. (You have to disagree within 90 days after the Family Support Division sends you a letter telling you that Medicaid will stop or reduce your services. NOTE, if you respond WITHIN 10 DAYS, the Family Support Division will not stop or reduce your services until you get a final decision in writing about your Hearing.)

3. You can have someone else help you when you disagree—a lawyer or a friend, for example. You can call Legal Aid or Missouri Protection and Advocacy and ask for a lawyer if you want someone to help you.

4. You have the right to look at your records.

- If you request a hearing, you will be mailed a hearing request form in the mail.

- After you send back the hearing form, a date will be set for the hearing.

- Hearings are held on the phone. You can go to your local Family Support Office or you can have the hearing from your home.

- You will receive the hearing decision in the mail. If you do not agree with the decision, you may ask for an appeal.
WHAT ARE MY RIGHTS?

You have a Right to Disagree with any decision that the Family Support Division makes.

For EXAMPLE, you can disagree if the Family Support Division determines:
- To deny you services
- To reduce your services
- To stop your services
- To give you fewer services than you need
- To deny you SpendDown
- How much you must SpendDown
- To not give prior authorization
- Does not give you an answer about something in a reasonable time
- Other decisions

If you disagree with a decision the Family Support Division makes, you have the right to ask for a state “Fair Hearing”. If you have not been given this right in a letter, contact the Participant Services Unit at:

1-800-392-2161

This is your “Right to a Fair Hearing”

Asking for a hearing will not effect your eligibility!

TABLE OF CONTENTS

What is MOHealthNet? 4
How to Apply 5
Can I get MOHealthNet? 6
Disability Requirement 7
Income Requirement 8 - 9
Asset Requirement 10-11
SpendDown 13-14
What can MOHealthNet do for me? 15-17
Waiver Services 18-21
What are my rights? 22-23
Non-Emergency Medical Transport 24

Who can I contact for help?

MOHealthNet Participant 1-888-275-5908
MO Protection and Advocacy 1-800-392-8667
Consumer Protection Hotline 1-800-392-8222
Family Support Division 1-800-735-2466

To find a Family Support Division office near you, visit the DSS website:
http://dss.mo.gov/fsd/office/index.htm
WHAT IS MOHEALTHNET?

- MOHealthNet is a Health Care Program—you may know it as Medicaid.
- For people with low income
- Paid for by states and $$$ the Federal governments
- That pays for health care

MOHealthNet is DIFFERENT than Medicare
This guide explains MOHealthNet.
This guide does not explain Medicare.

The Partnership for Hope Waiver

What is it?
The Partnership for Hope Waiver (also called the Prevention Waiver) is the result of a partnership between MACDDS (Missouri Association of County Developmental Disability Services) and the Division of Developmental Disabilities and was designed to improve access, expand eligibility, and maximize funding for individuals with developmental disabilities. It uses not only federal and state dollars, but local county tax dollars as well.

Who is it for?
Children and adults who are Medicaid eligible, who reside in a participating county, who meet ICF/MR level of care and whose needs can be met with the services offered through the Partnership for Hope Waiver at an estimated cost of no more than $12,000 annually and who meet the waiver criteria.

What Can It Pay For?
- Personal Assistant
- Dental
- Behavior Therapy
- Temporary Residential
- Transportation
- Day Habilitation
- Support Broker
- Specialized Medical Equipment
- Physical Modifications to the Home
- Community Specialist
- Behavior Analysis
- Career Preparation
- Supported Employment
- Therapies
- Personal Electronic Safety Devices

*Before You Can Get MOHealthNet to Pay for Services—You Must APPLY
The Autism Waiver
Who is it for?
An individual who is eligible for MOHealthNet, who is between the ages of 3-18, who has a diagnosis of Autism Spectrum Disorder, and who would otherwise require the services of an intermediate care facility if waiver services are not provided.

What Can It Pay For?
- Personal Assistant
- Respite
- Transportation
- Support Broker
- Behavioral Analysis Services
- Physical Modifications to the Home
- Specialized Medical Equipment and Supplies

The Sarah Lopez Waiver
Who is it for?
An individual who is under the age of 18, who is not eligible for MOHealthNet due to parents income and resources, who has a permanent and total developmental disability, and who otherwise would require the services of an intermediate care facility for people with developmental disabilities.

What Can It Pay For?
- Personal Assistant
- Respite
- Transportation
- Day Habilitation
- Support Broker
- Behavior Therapy
- Specialized Medical Equipment and supplies
- Physical Modifications to the home
- Community Specialist
- Counseling
- Therapies and Crisis Intervention

Before you can get MOHealthNet to pay for services you must:

Apply for MOHealthNet

Where do I apply?

At your local Family Support Division Office

Or obtain an application at: http://www.dss.mo.gov/fsd/massist.htm

Or ask your DMH Service Coordinator To assist you.
Can I Get MOHealthNet?

This section of the guide will help you understand whether or not you can get MOHealthNet.

To get MOHealthNet you must be “eligible”.

Eligibility specialists determine if you are “eligible” to receive MOHealthNet as your health insurance after asking you questions about:

- Your disability and your age
- How much money you get each month
- What you own (belongings, savings, or investments)

This is called “Eligibility Determination”

Note: This guide only talks about MOHealthNet for people with Disabilities, but other people can also get MOHealthNet (these people include children under age 21, disabled children, people over age 65, people who are blind and some families with low income.)

The Comprehensive Waiver

Who is it for?

An individual who is eligible for MOHealthNet, who otherwise would require the services of an intermediate care facility for people with developmental disabilities, and whose service needs cannot be met in the Community Support Waiver. This is the only waiver that pays for residential services.

What Can It Pay For?

- Personal Assistant
- Respite
- Transportation
- Day Habilitation
- Support Broker
- Therapies
- Assistic Technology
- Counseling
- Residential Habilitation
- Individualized Supported Living
- Supported Employment
- Host Home
- Positive Behavior Support

The Community Support Waiver

Who is it for?

An individual who is eligible for MOHealthNet, who otherwise would require the services of an intermediate care facility for people with developmental disabilities, who does not require residential services, and whose services needs do not exceed $22,000 a year.

What Can It Pay For?

- Personal Assistant
- Respite
- Transportation
- Counseling
- Day Habilitation
- Support Broker
- Therapies
- Assistic Technology
- Supported Employment
- Positive Behavior Support
MEDICAID CAN PAY FOR WAIVER SERVICES

The Home and Community Based Waiver programs is another way Medicaid can pay for services for people with Developmental Disabilities.

The MO Department of Mental Health has 5 different waivers:
- Comprehensive Waiver
- Sarah Lopez Waiver
- Community Support Waiver
- Autism Waiver
- Partnership for Hope Waiver (with participating SB40 Boards)

*Each Waiver pays for different services.

*Waiver Services can only pay for services for a limited number of people at a time. Openings for services are called “slots”.

Self-Directed Supports
Individuals who receive waiver services have the option of Self-Directing some of those services. The individual (or a representative) who wishes to exercise more choice, control, and authority over their supports may direct part or all of their annual budget to purchase and manage their Personal Assistant, Support Broker and Community Specialist services.

Ask your SC for more information or visit:
http://dmh.mo.gov/dd/progs/selfdirect.htm

The Family Support Division Eligibility Specialist will ask “Do you have a disability?”

If the answer is:

Yes
If the Social Security Administration has determined that you are Disabled and that you can receive either Supplemental Security Income (SSI) or Social Security Disability Income (SSDI), then when you apply for a MOHealthNet card, the eligibility specialist will determine that you have a disability.

Or, if the answer is:

Maybe
If you have a disability that makes you unable to work at a regular job, and this has gone on for 12 months or more (or if you have never been able to work at a regular job)

Remember
The only way to find out if you are eligible for a MOHealthNet card is to apply!
MOHealthNet will ask “How much money do you get each month?”

As part of deciding if you can get MOHealthNet as your health insurance, you will tell the Family Support Division about all of the money that you get each month. You may get money in several different ways.

When you apply for MOHealthNet you have to answer questions about the money you get so that the eligibility specialist can determine which money to count.

For EXAMPLE:
- from a paycheck
- from SSI or SSDI
- from interest earnings
- from worker’s compensation
- from disability insurance
- From relatives or friends-like an allowance

WHAT’S INCLUDED IN HOME HEALTH CARE SERVICES

NURSING SERVICES

SKILLED THERAPIES
Physical
Speech/language
Occupational

DAILY LIVING ASSISTANCE
WHICH INCLUDES HELP WITH EATING, DRESSING, HYGIENE AND TOILETING

DURABLE MEDICAL EQUIPMENT
MOHealthNet Can Pay For:

- Doctor Visits
- Personal Care
- Prescriptions
- X-Rays
- Hospital Stays
- Durable Medical Equipment
- Laboratory Tests
- CSTAR
- Home Health
- Optical
- Outpatient Services
- Mental Health Services

These services are only available to children, pregnant women, the blind or people in nursing homes:

- Speech/Language Therapy
- Occupational Therapy
- Physical Therapy
- Dentures
- Hearing Aids
- Comprehensive Day Rehabilitation

The eligibility specialist will determine that some of the money that you receive:

- Doesn’t count at all
  * SSI
  * The first $20 of income

- Counts, but only part of it.
  * Your total wages/earnings (pay from a job)
  About half of your income will not be counted

- Counts completely
  * Payments from trust accounts
  * Veterans benefits
  * Worker’s compensation
  * Social Security (SSDI)
  * Retirement income—Public or private
  * Allowance income
The Eligibility specialist will ask “What do you own? (belongings, savings, or investments)”

As part of deciding if you can get MOHealthNet as your health insurance, the Family Support Division adds up some of the “Assets” that you have.

Assets are:
* things that belong to you
* and are worth money

**Note**
If you think that you will want or need Long Term care within the next 3 years in a nursing facility, or under a waiver it is **important** that you do not try to give your assets to someone else just to become eligible for MOHealthNet. MOHealthNet rules do not allow this.

**WHAT CAN MOHEALTHNET DO FOR ME?**

MOHealthNet can pay for services like:
- Typical Health Care Services *(like doctor visits, medicine & lab tests)*
- In Home Services *(like help with daily living skills such as eating and bathing)*
- Other Special Services

Services have to be **medically necessary** for you before MOHealthNet will pay for them.

If MOHealthNet agrees to pay for your services you can only get services from "MOHealthNet Providers". Just call and ask your provider if they accept MOHealthNet.

Hey, Doc. Can I have one of those cool power wheelchairs?

No, you can walk, so it isn’t Medically necessary for you.
THERE ARE 2 WAYS TO MEET YOUR SPENDDOWN

Pay your SpendDown amount when you are mailed an invoice each month. You must mail a check or money order to MOHealthNet.

Show the eligibility specialist bills for the month showing that you have received medical services that will cost you an amount equal to your SpendDown amount.

Whenever you have questions about your SpendDown, call your caseworker at your local Family Support Division office.

WHAT PART OF THE ASSETS THAT YOU HAVE COUNT IN DECIDING IF YOU CAN GET MOHEALTHNET?

**MOHealthNet-Counts:**
- Bank Accounts
- Life Insurance (if whole life or worth more than $1500)
- Trust funds
- Principal amount of a retirement fund
- A second car
- Property that you don’t live in

**MOHealthNet Does Not Count:**
- The home you live in
- Your car
- Term life insurance
- Burial Insurance
- Special Needs Trusts (set up according to strict rules)*
- Money you get each month from a retirement account

*To find out more about Special Needs Trusts call 888-671-1069 or seek legal advice.
IF

- You are determined to have a disability
- Your Income does not exceed the amount allowed
- Your assets do not disqualify you

THEN

You will be determined to be eligible for MOHealthNet Insurance

MOHealthNet will issue you a MOHealthNet card which you will present for all covered Health Care Services.

IF

The eligibility specialist counts up all your income and finds you have too much, but you otherwise qualify, you may be allowed to “spend” some of the money “down” on medical expenses to make you eligible for Medicaid.

MOHealthNet calls this “SpendDown”

If you are eligible for SpendDown, then the eligibility specialist will tell you HOW MUCH MONEY you have to spend each month on medical expenses.

Usually you have to spend or owe this money on medical services (things related to your health) like:

- $ prescriptions
- $ Doctor’s Office visits
- $ co-payments
- $ personal assistant
- $ medical transportation