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Letter of Direction #102

Date: September 5, 2023

To: Centennial Care 2.0 Managed Care Organizations

From: Lorelei Kellogg, Acting Director, Medical Assistance Division 

Subject: Non-Emergency Medical Transportation (NEMT) Referrals for Outside of the Home Community Guidance

Title: NEMT Referrals for Outside of the Home Community Guidance

This Letter of Direction (LOD) is to provide the Centennial Care 2.0 Managed Care Organization (MCOs) updates to the following New Mexico Administrative Code (NMAC) sections:

- MAD is increasing the outside of the home community travel mileage from 65 miles to 120 miles.
 - NMAC will now read:
 - 8.324.7.15(B)(1) If a MAP eligible recipient must travel over 120 miles from his or her home community to receive medical or behavioral health care, the transportation provider must obtain and retain in its billing records written verification from the referring provider or the service provider.
 - 8.310.2.12(L)(12)(b) Preparation of referrals for travel outside the home community: If a MAP eligible recipient must travel over 120 miles from his or her home community to receive medical care, the transportation provider must obtain a written verification from the referring provider or from the service provider containing the following information for the provider to retain with their billing records.
- MAD is increasing the frequency requirement for obtaining referrals for continued out-of-community from six months to 12 months.
 - NMAC will now read:
 - 8.324.7.15(B)(2) Referrals and referral information must be obtained from a MAD provider. For continued out-of-community, non-emergency transportation, the required information must be obtained every twelve months.

The above guidance relates to claims submissions and prior authorizations, claims will be reprocessed starting from July 1, 2023, and no action from providers will be required. For managed care claims, please follow guidance provided by each MCO.

This LOD will sunset when the revisions to NMAC identified above become effective.