

POLICY AND PROCEDURE

POLICY NAME: Meals- Non-Emergency Transportation Daytrips Expanded Benefit	POLICY ID: FL.UM.12
BUSINESS UNIT: Sunshine State Health Plan	FUNCTIONAL AREA: Utilization Management
EFFECTIVE DATE: 10/01/2021	PRODUCT(S): Managed Medical Assistance (MMA), Serious Mental Illness (SMI), Children’s Medical Services (FLCMS) and Child Welfare Specialty Plan members
REVIEWED/REVISED DATE: 05/19, 6/20, 09/20, 11/21, 12/22, 4/23, 11/2023	
REGULATOR MOST RECENT APPROVAL DATE(S): Please refer to system of record – Archer	

POLICY STATEMENT:

Sunshine Health provides reimbursement to members for meals consumed during NEMT to Sunshine Health plan approved health care services greater than 100 miles from the member’s home. MMA members and their escort and Child Welfare members and their escort can receive up to \$200 (two hundred) per day up to \$1000 (one thousand) per year when traveling over 100 (one-hundred) miles.

PURPOSE:

The purpose of this policy is to establish a process to cover meals for non-emergent medical transportation (NEMT) as an expanded benefit for Sunshine Health MMA, Serious Mental Illness (SMI), Children’s Medical Services (FLCMS) and Child Welfare Specialty Plan members. Meals will be reimbursed to members who have an approved Sunshine Health outpatient medical service when the provider is 100 miles or greater from the member’s place of residence.

SCOPE:

This policy applies to Sunshine Health’s Case Management and Utilization Departments and vendor management for Managed Medical Assistance (MMA), Serious Mental Illness (SMI), Children’s Medical Services (FLCMS) and Child Welfare Specialty Plan members. This policy applies to all directors, officers, and employees of Centene Corporation, its affiliates, health plans, and subsidiary companies (collectively, the “Company”).

DEFINITIONS:

FL CMS: Florida Children’s Medical Services

POLICY:

Sunshine Health has timeframes in place for providers/members to notify Sunshine Health of a service request and for Sunshine Health to make utilization management (UM) decisions and issue notification to the providers/member in a timely manner.

The Sunshine Health UM staff will process authorization requests for meals consumed during non-emergent transportation day- trips following a standardized process and time period. The utilization management nurse will review the request using the criteria listed in the Specific Clinical Information/Criteria section. If the NEMT services meet medical necessity criteria for travel that exceeds 100 miles, an authorization for meals will be issued and approval will be communicated to the transportation vendor.

If the request for NEMT over 100 miles does not meet medical necessity criteria, the nurse will send the request to a Sunshine Health Medical Director for review. If services are denied by the Medical Director, communication of the denial will be sent to the requesting provider and the transportation vendor for the NEMT and the meals.

Review Process: To assist in determining the medical necessity of this expanded benefit, the clinical criteria established in this policy will be applied. A request for medical necessity review is consistent with Sunshine Health medical policies:

- FL.UM.02.01 - Medical Necessity Review and Continuity of Care
- FL.UM.02 – Use of Clinical Criteria
- Any decision to deny, reduce, suspend or terminate services must be made by a Sunshine Health medical director as outlined in the policy Use of Clinical Criteria FL.UM.02
- Determinations and provider notifications will be made according to the expediency of the case as described in the Timeliness of UM Decisions and Notifications FL.UM.05

Specific Clinical Information/Criteria

The requesting practitioner, member, transportation vendor, or the member’s Sunshine Health case manager must provide information relative to the expanded benefit service that is being requested. The coverage of a meal during a non-emergent transportation day- trip over 100 miles is considered medically necessary for individuals with medically complex nutritional needs including but not limited to:

- Members with diabetes (Type 1, Type 2, or gestational)
- Hypoglycemia
- Lactating or breast feeding mothers
- Children

Meals are provided for a parent or guardian accompanying a child or a person escorting an adult with medical complex nutritional needs.

Limitations / Exclusions

The following limitations or exclusions apply:

- Offered to MMA, Serious Mental Illness (SMI), Children’s Medical Services (FLCMS) and Child Welfare members and their escort.
- \$200 per day up to \$1000 per year for trips greater than 100 miles.
- **Benefits for Child Welfare:**
 - Up to twenty-five dollars (\$25.00)/day for enrollee and twenty-five dollars (\$25.00)/day for escort for trips >one hundred (100) miles; max/fiscal year two hundred fifty dollars (\$250.00)

<p>REFERENCES: FL.UM.05 Timeliness of UM Decisions and Notifications FL.UM.02 Use of Clinical Criteria FL.UM.02.01 Medical Necessity Review and Continuity of Care</p>
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<p>ATTACHMENTS: N/A</p>

<p>ROLES & RESPONSIBILITIES: Utilization Management</p>
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<p>REGULATORY REPORTING REQUIREMENTS: State review and approval required for any substantial changes and upon request</p>
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REVISION LOG

REVISION TYPE	REVISION SUMMARY	DATE APPROVED & PUBLISHED
New Policy Document	New Policy for ITN readiness	7/24/18
Annual Update	Archer reload to fix system issue- No content reviewed or revised	5/6/19
Annual Update	Annual review; updated policy names and numbers. Changed approver#3 to VP Medical Affairs	06/30/20
Policy Update	Integration review: - Updated product type to add SMI, FL CMS and added definition for FL CMS product type	09/02/20
Annual Update	Policy Updated: Updated language under "Limitations /Exclusions"	11/22/2021
Annual Review	No changes needed	12/08/2022
Policy Update	Fixed typo on Policy ID. Policy ID was: FL.UM.11.00 I corrected to FL.UM.12.00	04/21/2023

Annual Review	Updated Policy ID Added Policy ID and Name to "Footer" Made minor grammatical changes	11/2023
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POLICY AND PROCEDURE APPROVAL

The electronic approval retained in RSA Archer, the Company's P&P management software, is considered equivalent to a signature.