

Follow up on Medicaid ambulance provider
DVHA
Wed. 1/13/16

Hello Rep. Woodard,

As follow up to your request for information on the Department of Vermont Health Access (DVHA) coordination and communication with Lamoille Ambulance, please see the below update.

DVHA is in regular contact with the owner of Lamoille Ambulance, Bob Hoag, to do whatever we can to keep him from dropping out of taking non-emergency trips for Medicaid beneficiaries. For years, he has informed DVHA that he cannot lose money on Medicaid trips. Now, it appears as though Mr. Hoag will no longer be able to afford his workers' compensation insurance premium and will need to lay off staff in February. He does not want to stop serving Medicaid members, but says he simply cannot afford this any longer. In communications with Mr. Hoag, DVHA has explained the tremendous financial pressures the state is facing, but said that DVHA leadership also understands his situation. At times, DVHA has worked with Mr. Hoag on using special coding to soften the financial impact of some of his non-emergency trips. This was received well by Mr. Hoag, but he still says it is not enough to cover his costs.

For all Medicaid covered services, DVHA reviews any member or provider complaints regarding access to care issues with ambulance and emergency transport, including issues of no longer participating in Vermont Medicaid. This review is conducted by DVHA's Reimbursement Unit and Provider Member Relations Unit. An analysis of access to care includes a review of how many members accessed the services in the last 24 months, where the member was physically located to ensure that DVHA is meeting the needs of members in accessing services in their area, as well as the capacity of other providers who render the same services. Communication is done with either the provider or member to assess their needs. In depth conversations usually occur in trying to work with the provider who is considering leaving the network. This analysis also includes a review of Vermont Medicaid reimbursement for services.

Thank you,
Lindsay

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