



NEMT/NEAT Guidance

LDH retired the PHE NEMT/NEAT Guidance on May 12, 2023. Effectively immediately, the following guidelines will remain in effect, per the current MCO Manual and will not revert to the pre-PHE guidance.

- *Drivers must be 21 years of age or older.*
- *When scheduling, brokers should prioritize high-risk members for solo trips, where possible. If not possible, members should be spaced at least two seats apart or with a row in-between other members.*
 - *The link below categorizes high-risk conditions as listed by the Centers for Disease Control and Prevention at [People with Certain Medical Conditions | CDC](#)*

The following requirements will revert to pre-COVID guidelines for new providers, but for existing providers there is a grace period in effect until 08/31/23:

- *Vehicle leasing (registration and insurance requirements)*
- *Magnetic signage*
- *Wheel-chair securement training*
- *CPR training*
- *Child passenger restraint systems training*

There is no grace period for transportation log signature requirements or ground non emergent ambulance transportation.

Questions or concerns regarding this bulletin can be addressed by contacting United Healthcare Community Plan at 1-866-675-1607.