

Guidance for NEMT Brokers and Providers on COVID-19

To prevent further spread of COVID-19 and to ensure that patients infected with or suspected of having the virus receive the best care possible, the Agency for Health Care Administration is providing the following guidance for Florida Medicaid's non-emergency medical transportation (NEMT) providers.

Transport of patients who test positive or are suspected of infection

Transportation requests where it is known that the Medicaid recipient has tested positive, has presumptively tested positive, or is suspected of being infected with COVID-19 must be transported via ambulance. NEMT brokers cannot use alternative vehicle types (e.g., wheelchair or stretcher vans) and must immediately fulfill all ambulance requests that meet the criteria above and waive prior authorization requirements for those requests.

Precautions for ambulance providers when transporting infected or suspected COVID-19 patients

The Centers for Disease Control and Prevention (CDC) has released [guidance¹](#) on how emergency medical technicians and ambulance support staff (e.g., drivers, vehicle maintenance teams) can exercise caution when handling patients and disinfecting vehicles. This guidance includes information on personal protective equipment (PPE), informing the receiving facility prior to arrival, disinfection, and employer responsibilities.

NEMT brokers must coordinate with their ambulance providers to ensure that they follow all precautions and procedures recommended by the CDC.

Precautions for NEMT providers transporting patients not suspected of having COVID-19

In addition to providers following preventative measures as prescribed by the [Florida Department of Health²](#) and the [CDC³](#), NEMT brokers and providers need to take the following steps to ensure their vehicles are safe for patient transport:

- Ensure all drivers are trained on COVID-19 precautions
- Avoid carpooling multiple (i.e., two or more) unrelated recipients
- Use disinfecting cleaners to wipe down surfaces and door handles after every trip
- Wear gloves when cleaning, whenever possible
- Ventilate vehicles following each trip by opening all doors

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-for-ems.html>

² <http://www.floridahealth.gov/diseases-and-conditions/COVID-19/index.html>

³ <https://www.cdc.gov/coronavirus/2019-ncov/index.html>