

Chapter 12

Transportation

Overview

Chapter 12 defines the different types of transportation and includes the transportation provider guidelines and billing information for Specialty Transportation Services (STS) and Common Carrier Transportation Services.

This Chapter Includes:

Types of Transportation Services

Eligible Members for Non-emergency Transportation

Transportation Benefit by Product

Transportation Provider Guidelines

Common Carrier Transportation

Common Carrier Provider Guidelines

Completing the CMS 1500 Claim Form for Common Carrier Services

Common Carrier coding and information when you do not bill EDI or on a 1500 form

Billing same day rides for Special Transportation Services (STS) and Common Carrier Services

Special Transportation Services (STS) Provider Guidelines

Completing the CMS 1500 Claim Form for Special Transportation Services

Extended Transportation Services under waiver benefits

Types of Transportation Services

Ambulance Services

Definition: Emergency and/or non-emergency transportation identified as basic life support or advanced life support. Individuals using ambulances should have a diagnosis or condition that warrants medically necessary life support services before and during transport.

Access: The member, police, or any interested party should dial 911 or call the nearest hospital.

Common Carrier Transportation-Health Ride Transportation

Definition: The following providers are classified as common carrier and offer transportation to members through UCare's Health Ride Department: County & City Buses, Taxicabs, Employed Common Carrier, and Volunteer Driver Vehicles. Common Carrier providers transport members to a UCare-covered medical service.

Access: The clinic, UCare members or other interested parties, such as an interpreter, or family member must contact Health Ride to arrange for a ride. Health Ride can be reached at 612-676-6830 or 800-864-2157.

Specialized Transportation Services (STS)-STS certified vehicles

Definition: Transportation services for ambulatory persons who are unable to use common carrier transportation due to a physical or psychological impairment. Specialized transportation services may involve wheelchair vans or utilizing other special durable medical equipment within a vehicle. STS providers transport members to a UCare-covered medical service.

Access: Members with special medical needs may call directly to a contracted STS provider for rides. Clinics may also contact STS providers on behalf of the member.

Eligible Members for Non-Emergency Medical Services Transportation

Any Medical Assistance (MA), Minnesota Senior Health Options (MSHO), or Minnesota Disability Health Options (MnDHO) member who lives in the UCare service areas and have no other means of transportation to get to a UCare-covered treatment, appointment or education class is eligible for Common Carrier and STS services.

Common Carrier Transportation is covered for General Assistance (GA) members. STS services are not covered for GA members.

STS services are covered for MinnesotaCare members with the Expanded Program (pregnant women and children under 21). They are eligible for Common Carrier only through the state. Common Carrier and STS services are not covered in all other levels of the MinnesotaCare program.

Common Carrier and STS services are not covered for Medicare enrollees. However, primary care clinics/care systems may choose to authorize transportation services as a benefit exception.

Please refer to UCare's Transportation Benefit by Product grid located on the next page of this Chapter.

Benefits

**The table below describes the coverage
by UCare product and type of transportation**

	Emergency and life support ambulance	Specialized transportation services (STS)	Common carrier (taxi, volunteer)
Prepaid Medical Assistance (MA)	Covered	Covered	Covered
Prepaid General Assistance Medical Care (GAMC)	Covered	Not covered	Covered
MnCare Expanded (M1)	Covered	Covered	Not Covered
MnCare Basic (M2)	Covered	Not covered	Not covered
MnCare Basic + one (M3)	Covered	Not covered	Not covered
MnCare Basic + two (M4)	Covered	Not covered	Not covered
MnCare Basic Plus (M5)	Covered	Not covered	Not covered
Mn Care Limited (M6)	Not covered	Not covered	Not covered
Minn. Senior Health Options (MSHO)	Covered	Covered	Covered
UCare Complete (MnDHO)	Covered	Covered	Covered
UCare for Seniors	Covered	Not covered	Not covered
UCare Connect	Covered	Covered	Covered
UCare Secure	Covered	Limited coverage 5 round trip or 10 one way trips only Combined CC & STS	Limited coverage 5 round trip or 10 one way trips only Combined CC & STS

Transportation Provider Guidelines

1. Transportation providers must perform a criminal background check on all drivers through the Minnesota Bureau of Criminal Apprehension.
2. Transportation providers must furnish all drivers with picture ID badges. Drivers must display the ID badges at all times. All vehicles must be clearly marked with the provider's company name.
3. Transportation providers will only utilize drivers whose driving records, personal background, and experience demonstrate an ability to legally and safely operate a motor vehicle for the transport of passengers.
4. Transportation providers must offer orientation and training to ensure safe, prompt, culturally appropriate and courteous service, drivers may be subject to monitoring by UCare. If a violation occurs the transportation provider is required to implement a corrective action plan or take disciplinary action.
5. Transportation providers must not solicit UCare members. The use of the UCare name or logo in any marketing efforts by the provider is strictly prohibited without prior approval from UCare.
6. Rides may originate from any locale within the service area of the transportation provider and must end at a UCare covered service. Rides may also originate at any UCare provider service area and end at the member's original pick up point or their home.
7. Transportation providers will carefully manage pick up times to ensure passengers arrive at least 10 minutes prior to the appointment time.
8. Return ride pick-ups from the UCare covered service must be dispatched within 30 minutes of the receipt of the return ride request. Providers who can not meet this requirement must contact Health Ride to coordinate alternative transportation for the member.
9. Drivers must provide the member with the company business card/phone number to ensure that the member is able to call for the return ride.
10. Transportation providers must notify UCare of any information it discovers regarding fraudulent use of the provider's transportation system by a UCare member. Providers must fully cooperate with any related UCare investigation.
11. Transportation providers must notify UCare Provider Network Management of accidents involving UCare members within 24 hours. Immediate notification is required if a member is seriously injured or hospitalized.

-
12. Transportation providers must accommodate ride requests for unaccompanied minors 12

years of age and older. Transportation providers must escort all unaccompanied minors to the front desk of the destination. As with rides to all UCare members, providers are responsible for taking all reasonable steps including following applicable UCare requirements to ensure that their drivers transport such minor members safely.

13. Providers should cooperate with members who bring their own car seats and recommend that the member install the car seat themselves. Providers that have their own car seats should follow all manufacturer recommendations regarding appropriate installation and use. UCare assumes no responsibility for any issue arising out of a provider's use or installation of a car seat.

14. UCare will only reimburse for transportation services provided to covered services including, but not limited to:

- Primary care and specialty physician services;
- Hospital outpatient services;
- Public Health clinics;
- Dialysis;
- Mental health and chemical dependency counseling;
- Dental appointments;
- Chiropractic services; and
- Childbirth or pregnancy education classes.

15. UCare will not reimburse for transportation to services including but not limited to:

- WIC;
- VA facilities;
- County financial workers;
- Fitness centers and health clubs;
- Churches;
- Grocery stores; and
- Any other non-covered service not specified above. If the Transportation provider is uncertain whether the destination is to a covered service, it should contact Provider Assistance Center (PAC) or UCare Health Ride prior to providing the ride.

16. Charges for multiple members riding to the same pick up and appointment time and location should be billed as one ride under the primary member.

17. Charges related to the following are not billable to UCare:

- The failure of the provider to pick up the member that results in the member missing their scheduled appointment;
- Passenger assistance including escort to the desk of the medical service and/or to the door of the destination;

- Extra attendant charges for PCA's or interpreters accompanying members for whom they are providing services; and

- Other provisions specifically included in the Transportation Provider Agreement.

18. All claims should be mailed to:

UCare
Attention: Claims
PO Box 52
Minneapolis, MN 55440-0052

19. CMS 1500 Claim forms must be typewritten or computer generated and cannot contain any strikeovers or white out.

20. UCare encourages the use of EDI Claims Submission. If providers bill on paper claims they are encouraged to submit claims or invoices to UCare within 30 days of the date of service. Claims and invoices must be submitted within 12 months of the date of service.

21. All claims and invoices submitted for adjustments and/or reprocessing must be attached to a Claims Recoupment/Status Adjustment Form, which is included in chapter 6 (Billing Section) and be mailed to:

UCare
Attention: Claims Adjustments
PO Box 405
Minneapolis, MN 55440-0405

22. All claims are subject to post-payment audits which require the provider's cooperation.

23. See Chapter 6 for additional billing and claims guidelines.

Questions regarding claims should be directed to the Provider Assistance Center at 612-676-3300 or toll free at 888-531-1493.

Common Carrier Transportation

All common carrier transportation services are coordinated and scheduled through Health Ride, a department within UCare's Customer Services Department. Health Ride arranges Common Carrier Transportation services on behalf of eligible UCare members who have no other means of transportation to their health plan approved treatments, appointments, or education classes.

Health Ride is available to members Monday through Friday 7:45 am to 5:00 pm. Health Connection, UCare's 24-hour nurse line, arranges transportation after business hours, on the weekends, or on holidays.

Bus pass criteria

The public bus system is considered one method of common carrier transportation. Bus passes are provided to eligible members who need frequent transportation services, which do not have "special needs", live within the Metro Transit service area, and within 5 blocks of a bus stop. Health Ride must be contacted 7-10 days prior to the scheduled appointment. All appointments are verified with the clinic/facility prior to the bus pass being issued.

Members who may not qualify for bus passes are members who:

- Have a physical or psychological impairment;
- Are pregnant;
- Are 65 and older;
- Need to transport two or more children at one time; or
- Would have difficulty handling bus travel because of language limitations.

Common Carrier Provider Guidelines

The following guidelines apply to common carrier providers, in addition to the Transportation Provider Guidelines:

1. An eligible member, an interested party or guardian, or a provider must call Health Ride to schedule an authorized ride.
2. Non-urgent transportation is requested to be scheduled 3 to 5 days prior to an appointment.
3. Health Ride attempts to provide rides for members as soon as possible for emergent and urgent care visits.
4. Health Ride staff will schedule the ride and confirm with the transportation provider by phone or by fax several times a day.
5. The ride confirmation will include the following information:
 - Member name;
 - Phone number;
 - Home address;
 - Destination;
 - Date of service;
 - Time of pick up;
 - Appointment time;
 - Phone number of the origination;
 - One way or round trip;
 - Number of passengers;
 - Building security codes; and
 - Health Ride authorization number (HR#);
 - If a car seat is needed.
6. All same day common carrier rides are verified with a call to the medical provider.
7. Drivers must wait 15 minutes past their arrival time to ensure availability in case the member is running late. The Transportation Provider must also make an attempt to contact the member prior to leaving.
8. Providers should report all member “no shows/no loads” to Health Ride for member education, follow up, and tracking.

Completing the CMS 1500 (08-05) Claim Form for Common Carrier Services

See chapter 6 for general claims submission guidelines.

In box 1A, indicate the UCare member's 11-digit member number, the patient name in box 2 and the date of birth in box 3 and place an "X" in the appropriate box to indicate the sex of the member.

In Box 11D, enter an "X" in the appropriate box. If the recipient has insurance coverage and he/she is not the policy holder, enter an "X" in the "Yes" box and complete items 9 through 9d, otherwise enter an "X" in the "No" box and leave boxes 9-9d blank.

In box 21, indicate the Diagnosis Code of V70.9.

In box 23, if you are billing one ride only indicate the UCare Health Ride authorization number (HR #) or if you are entering multiple rides, place their separate HR#'s in box 24J.

In box 24A, indicate the Date of Service. In box 24B, indicate the place of service code 99.

In box 24D, indicate the approved UCare Common Carrier Transportation procedure codes and the appropriate alpha modifier(s). The modifier(s) prevent incorrect denials as duplicate charges. The UCare Common Carrier procedure codes can be found on page 12-11 of this chapter.

In box 24G, when billing for the mileage amounts, indicate the **total billable mileage**, rounding only to the nearest mile. When billing for the **number of pick ups**, use can use **one line item** and indicate the number of legs as units or bill on multiple lines for each leg of a trip and indicate 1 as the unit. When billing for **STS** services, the state requires you to use multiple lines to show the legs of the trip and **one** unit per line.

In box 25, indicate your Federal Tax Identification Number (TaxID).

In box 27, Accept Assignment, indicate "Yes" or "No".

In box 31, sign and date the form.

In box 32, indicate the *initial* pick up address even if there were additional pick-ups.

In box 33, indicate the provider group's name, address.

In box 33A indicate the COMMON CARRIER 6 digit provider number. Some providers have 2 numbers, one for STS & one for CC. **Please make sure you are using the correct provider number when billing.**

Common Carrier Coding

Please use the UCare Common Carrier Transportation HCPC codes identified below for the services you provide when transportation is scheduled through Health Ride Department.

Provider Type:	Service	Code	Service	Code
Volunteer Services:	Pick Up	T2003	Mileage	A0080
City Bus Services:	Pick Up	A0110		
County Bus Services:	Pick Up	A0120		
Employed Common Carrier:	Pick Up	T2003	Mileage	S0215

*** **Common Carrier Providers** are not required but encouraged to bill either Electronic EDI Billing or bill on the CMS-1500 form for faster turn around times. Claims can be scanned, submitting cleaner information to The Department of Human Services and to retrieve data. If providers are submitting other forms in lieu of the CMS-1500 form, such as spreadsheets or invoices, these forms will continue to be processed if all of the pertinent information listed below is available.

When providers are NOT billing EDI or on a 1500 form, the form MUST include the following information:

- Member name;
- Member number;
- Date of service;
- Health Ride authorization number (HR#);
- Procedure code (listed above)
- Provider name;
- Provider number; and
- Billed amounts for each service provided; example: Pick Up fee and Mileage Fee each fee would need to be separated by line item on the form indicating the number of units being billed for EACH type of service; i.e. the pick up and the mileage.

Billing same day rides for Special Transportation Services (STS) and Common Carrier Services

For providers who transport members STS and/or CC services and have members that may have separate rides on the same day, providers will need to bill the additional ride(s) on the same day with a 76 modifier in addition to the alpha modifiers when billing either EDI or on a CMS 1500 form. For Common Carrier type rides, providers should also be billing using the separate HR Number(s) that Health Ride (transportation department within UCare) assigns for the additional ride(s) on the same day.

By using the 76 modifier, our claims processors will recognize that it is NOT a duplicate claim but a separate and distinct ride(s) on the same day for the same member being transported.

Special Transportation Services (STS) Provider Guidelines

The following guidelines apply to STS providers, in addition to the Transportation Provider Guidelines.

1. STS providers will maintain its driver's Special Transportation Service certifications, vehicle licensing and liability insurance at all times.
2. STS providers may receive ride requests directly from UCare members, Customer Service, nursing homes and/or the primary care clinic.
3. STS is not a covered benefit for Medicare members. The primary care clinic must follow the benefit exception guidelines by contacting UCare's Clinical Services Department to receive prior authorization.
4. The member must have a physical or mental impairment that keeps him or her from safely accessing and using a bus, taxicab, private vehicle, or other common carrier service. STS providers are responsible for the verification of eligibility prior to the rides being provided.
5. STS drivers must provide passenger assistance including escort to the desk of the medical service and/or to the door of the member's destination.
6. UCare will not reimburse "no load or no show" fees to provider for rides missed by UCare members.

Completing the CMS 1500 Claim Form for Special Transportation Services (STS)

See chapter 6 for general claims submission guidelines.

In box 1A, indicate the UCare member's 11-digit member number, the patient name in box 2 and the date of birth in box 3 and place an "X" in the appropriate box to indicate the sex of the member.

In Box 11D, enter an "X" in the appropriate box. If the recipient has insurance coverage and he/she is not the policy holder, enter an "X" in the "Yes" box and complete items 9 through 9d, otherwise enter an "X" in the "No" box and leave boxes 9-9d blank.

In box 21, indicate the Diagnosis Code of V70.9.

In box 24A, indicate the dates of service.

In box 24B, indicate the place of service code 99.

In box 24D, indicate the current MA approved transportation HCPCS code **and modifier(s)**. The modifier(s) prevent incorrect denials as duplicate charges.

In box 24G, indicate the total billable mileage, rounding off only to the nearest mile. For pick ups, indicate one unit per line. Example for a round trip, you need to use 2 lines and indicate 1 unit per line.

In box 25, indicate your Federal Tax Identification number (TaxID).

In box 27, Accept Assignment, indicate "Yes" or "No".

In box 31, sign and date the form.

In box 32, indicate the initial pick up address even if there are additional pick-ups.

In box 33, indicate the provider group's name and address.

In box 33A indicate the **STS 6-digit** provider identification number. (Some providers have 2 numbers, one for STS & one for CC. **Please make sure you are using the correct provider number when billing**).

Extended Transportation

Extended Transportation Services-Under the Waiver Services

Definition: Transportation service that is offered to members that are on certain waivers. This type of transportation benefit is to enable the client to gain access to waiver funded type services as specified in the individual care plan. In addition, Transportation service is offered to enable the client to gain access to other community services, activities and resources as specified in the care plan.

Access: Members who are on a waiver that receive extended transportation services should work with their case manager and the services should be listed in the member's plan of care. Case Managers should set up rides with In Network transportation providers and should send a service agreement to the transportation provider with the ride information included.

Eligible Members for Extended Transportation Services

Any Medical Assistance (MA), Minnesota Senior Health Options (MSHO), or Minnesota Disability Health Options (MnDHO) member who lives in the UCare service area and has no other means of transportation **falls under a waiver and the extended transportation service is listed as part of the member's plan of care.**

Extended Transportation-Billing

- If the member's case manager is the county and the member is on an ELDERLY WAIVER benefit, the bills are sent through the state MN-ITS system. You must be registered as a MHCP provider.

Go to <http://mn-its.dhs.state.mn.us> for more information on billing through MN-ITS.

- If the member is on another waiver type service, such as, TBI, CADI or CAC, the bills are sent directly to UCare at PO Box 52, Minneapolis, MN 55440-0052. (The members Case Manager can provide you with what type of waiver the member is on)

- If the member's case manager is any other entity but the county, such as, Clinic Care System or UCare, the claims should be sent directly to UCare at PO Box 52, Minneapolis, MN 55440-0052. This is also true for members that are on another type of waiver such as TBI, CADI or CAC.

- Use code T2003 **with a UC modifier** per trip, when billing for extended transportation services if the member is on Elderly Waiver services.

- Other transportation codes may apply if the member is on **any other type of Waiver Benefit**. Examples of additional Extended Transportation Codes are listed below:

T2002 - Day Training & Habilitation (DT&H) - Transportation

T2003 **with a UC modifier** – Transportation, one way

T2001 **with a UC modifier** – Transportation, mileage - Commercial & Non Commercial

T2001 **with a UC modifier** - Transportation, attendant – Extra Attendant

Elderly Waiver Extended Transportation Billing Example:

James Grey receives round trip transportation to an Adult Day Care Center. He did not have any other way to get to the center so his Case Manager approves the Elderly Waiver extended transportation under the member's plan of care and issues a service agreement.

- The claim should be submitted as T2003 with a UC Modifier with 2 units as the code is defined as transportation extended trip per one way.

FOR ADDITIONAL INFORMATION ON WAIVER SERVICES, PLEASE REFER TO THE WAIVER CHAPTER OF THIS PROVIDER MANUAL.

YOU CAN ALSO REFER TO THE DHS'S MHCP PROVIDER MANUAL AT:

http://www.dhs.state.mn.us/main/groups/business_partners/documents/pub/DHS_id_000094.hcsp

- Select the chapter that you are interested in such as, HCBS waiver services and press the go button.