

This guide is for health care providers acting on behalf of a South Country Health Alliance member to help arrange safe and reliable transportation to and from medical, behavioral health, and dental appointments.

WHAT IS RIDECONNECT?

South Country Health Alliance members may be eligible for non-emergency medical transportation (NEMT) services to help them get to and from their covered health care appointments.

Definitions

UNASSISTED TRANSPORTATION

Unassisted transportation is also known as common carrier. Unassisted transportation includes non-emergency medical transportation provided by volunteer drivers, buses, taxis, and other commercial carriers, and typically does not include door-to-door assistance.

ASSISTED TRANSPORTATION

Assisted transportation is non-emergency medical transportation for people who have a physical or mental impairment and are not able to safely use unassisted transportation services. With assisted transportation, the driver provides direct assistance to help members get into and out of a vehicle, as well as to and from their appointment. Assisted transportation also includes ambulatory, wheelchair, and stretcher services.

Members must be authorized to use assisted transportation before South Country Health Alliance will cover the cost. South Country Health Alliance will help members complete an assessment to determine if they are eligible for assisted transportation.



Member Services

Toll-Free: 1-866-567-7242

Fax: 1-507-431-6328

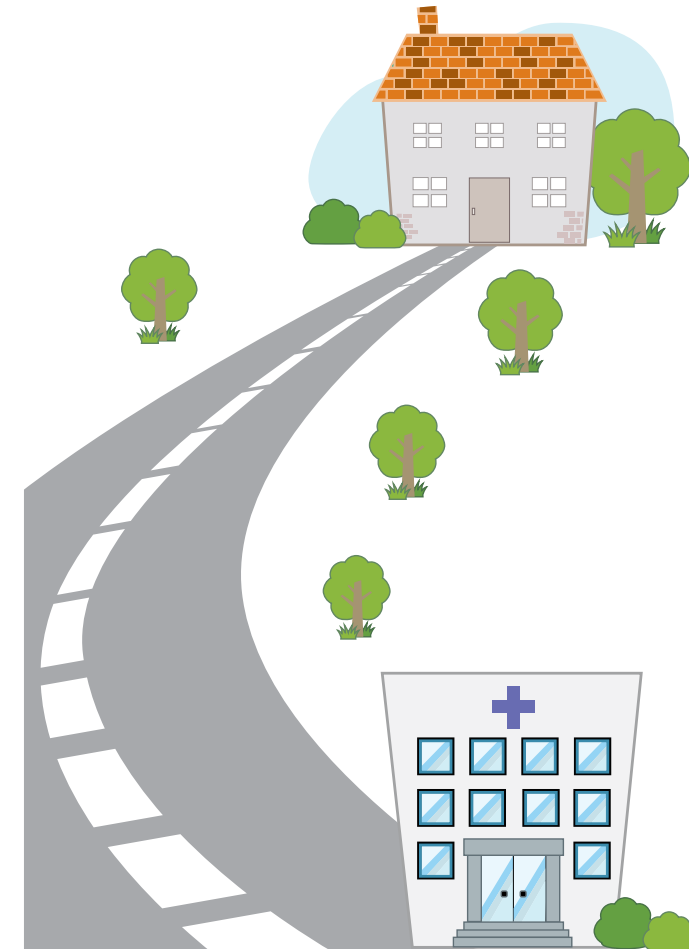
8 a.m.-5 p.m., Monday-Friday

Email: rideconnect@mnscha.org

Website: www.mnscha.org



by South Country Health Alliance



A Provider Guide

to arranging Non-Emergency Medical Transportation
for South Country Health Alliance Members

RIDECONNECT ELIGIBILITY

South Country Health Alliance (South Country) members enrolled in the following programs may be eligible to use RideConnect transportation if they do not have access to their own transportation:

- ◆ Families & Children (Medical Assistance)
- ◆ Minnesota Senior Care Plus
- ◆ SingleCare (SNBC)
- ◆ SharedCare (SNBC)
- ◆ AbilityCare (SNBC)
- ◆ SeniorCare Complete (MSHO)
- ◆ MinnesotaCare- *Must be a MinnesotaCare Child enrollee under age 19*

USING RIDECONNECT

A South Country member or someone acting on the member's behalf call South Country Health Alliance Member Services to schedule a ride to covered medical appointments.

South Country requires a **72-hour (3-day) notice**. In circumstances where 72-hour notice isn't an option, rides will be scheduled based on provider availability.

We ask members with schedule changes and cancellations to call Member Services at least **24 hours (1 day)** in advance or as soon as possible before the scheduled pick up.

Transportation providers are asked to report no-shows to South Country Health Alliance.

CALL SOUTH COUNTRY HEALTH ALLIANCE MEMBER SERVICES TO:

- Schedule rides for members
- Provide 72-hour notice to schedule a ride
- Cancel, reschedule, or change a ride with 24-hour notice
- Verify if a member is authorized to use assisted transportation

- Notify South Country of any unscheduled rides arranged for members on weekends, after hours, or on holidays. Notification must include the member's name, ID number, date of ride, pick up location and time, and name and address of drop off location. Contact Member Services.

South Country Health Alliance and RideConnect Transportation are not required to provide transportation to a primary care clinic if it is over 30 miles, or a specialty care provider if it is over 60 miles, from the member's home. Members are encouraged to call Member Services to get assistance in scheduling a ride if the appointment is farther than 30/60 miles.

VERIFYING ELIGIBILITY FOR ASSISTED TRANSPORTATION SERVICES

Providers can verify:

- If a member is currently enrolled with South Country, using the portal or MN-ITS
- If a member is authorized for Assisted Transportation, using the portal

USING THE SOUTH COUNTRY PROVIDER PORTAL

Open the Portal at <https://secure.healthx.com/scha.provider.aspx>.

Select **ELIGIBILITY** to search for eligibility and the date span of enrollment. Enter the Member ID or Last Name and Date of Birth.

Select **AUTHORIZATIONS** to search if a member has authorization for Assisted Transportation.

USING MN-ITS for eligibility verification

Open MN-ITS at <https://mn-its.dhs.state.mn.us/pr/trans/elig/>.

Select [Eligibility Request](#) to see if the person is enrolled in South Country. The plan name should appear on the **Prepaid Health Plan** line. Enter the Member PMI or Last Name and Date of Birth. Authorization information is not available in MN-ITS.

Transportation providers who receive ride requests from members, hospital discharge planners, or nursing homes during nights/weekend/holidays, may provide transportation and should follow these steps:

- 1. Check the South Country Provider Portal or MN-ITS** to verify South Country member eligibility and/or authorization for assisted transportation if that service is requested.
- 2. If the member is eligible for transportation, provide the ride.**
- 3. The next business day, communicate the following information** to South Country Member Services via fax to (507) 431-6328 or secure email at rideconnect@mnscha.org:
 - member name and South Country member ID number, *and*
 - date the ride was provided, pick up location and time, and name and address of drop off location.

South Country reserves the right to deny the claim if notification from any provider is not proper and/or timely.

If you have questions regarding the South Country Provider Portal, please call the South Country Provider Contact Center at 1-888-633-4055.

South Country Member Services

Phone: 1-866-567-7242

8 a.m.-5 p.m., Monday-Friday

Fax: 1-507-431-6328

Email: rideconnect@mnscha.org