

South Country Health Alliance (South Country) Transportation No Show Scenario
This ONLY applies to Contracted Providers – It Does Not apply to Non-Contracted Providers

Member: Member requests a ride to the Doctors Clinic from RideConnect. A Ride Request is sent to a transportation provider agreeing to provide transportation on that Date of Service for this member to the Doctors Clinic.

Provider: Provider should check the South Country Provider Portal or MN-ITS to verify member eligibility.

Provider: Utilize a Trip Log to capture all required documentation as outlined in Chapter 27 Transportation in the Provider Manual at <https://mnscha.org/>

Provider: ***Transportation provider contacts member the day before or the morning of Requested Ride to confirm with the member transportation is set up for the Doctors Clinic.***

Billing Scenario –

Transportation provider drives to member location for pickup to the Doctors Clinic and member is not there or refuses to leave. This is considered a NO SHOW.

Providers must report NO SHOWs, whether the member was contacted prior to pick up or you let the member know the driver was on the way to pick them up.

You should email the member name, ID number and date of the no show to:

rideconnect@mnscha.org

All Protected Health Information (PHI) must be sent through **SECURE EMAIL**.

Billing Codes Documentation:

A0100 52 (No shows unassisted transport) Bill Charges \$xx.xx Bill 1 unit

No Show Billing Codes:

A0100	Modifier 52	Unassisted Transportation No Show
T2003	Modifier 52	Assisted Transportation – Ambulatory No Show
T2049	Modifier 52	Assisted Transportation – Stretcher No Show
S0209	Modifier 52	Assisted Transportation – Wheelchair No Show
T2003	Modifier 52	Assisted Transportation – Protected No Show

Do not enter any mileage, as there is no reimbursement for mileage. Do not enter any other codes, there is only reimbursement for the No Show Code.