

Chapter 27

RideConnect

Non-Emergency Medical Transportation Services

Overview

This chapter provides information on South Country Health Alliance's (SCHA) coverage for Non-Emergency Medical Transportation (NEMT) Services under RideConnect.

IMPORTANT CHANGE – EFFECTIVE November 1, 2017

South Country Health Alliance members should no longer contact Transportation providers directly to schedule a ride for their covered medical appointments. They will be contacting the Member Services department at South Country Health Alliance to schedule and coordinate their medical transportation.

South Country Member Services staff will reach out to Transportation providers directly. It is important for the Transportation providers to be responsive when contacted by South Country staff so rides may be set up timely and efficiently. If a South Country member does contact a Transportation provider after November 1, 2017, please direct them to call South Country Health Alliance Member Services at 1-866-567-7242. All rides will require a 72-hour (3-day) notice. In circumstances where the 72-hour notice isn't an option, rides will be scheduled based on provider availability, but South Country Health Alliance cannot guarantee a ride.

For questions about this change, call RideConnect at 1-866-567-7242 or email at rideconnect@mnscha.org

Definitions

Unassisted Transportation Service – Non-emergency medical transportation provided by a volunteer driver, common carrier (bus, taxicab, other commercial carrier or by private automobile), contract for service or direct mileage reimbursement to the recipient's driver. This is also known as Common Carrier.

Assisted Transportation Service – Non-emergency medical transportation of a recipient who, because of physical or mental impairment, is unable to safely use a common carrier requiring the transportation driver to provide direct assistance to the recipient and does not require ambulance service. "Physical or mental impairment" means a physiological disorder, physical condition, or mental disorder that prohibits access to, or safe use of, common carrier transportation.

Eligible Recipients

South Country members enrolled in the following programs may be eligible for a ride if they do not have access to their own transportation:

- [Medical Assistance \(Families & Children\)](#)
- [Minnesota Senior Care Plus \(MSC+\)](#)
- [SingleCare \(SNBC\)](#)
- [SharedCare \(SNBC\)](#)
- [AbilityCare \(HMO SNP\)](#)
- [SeniorCare Complete \(HMO SNP\)](#)
- [MinnesotaCare*](#)

*Must be a MinnesotaCare Child enrollee. MinnesotaCare Child are identified as members under the age of 19 enrolled in the MinnesotaCare program.

Transportation services provided for the Elderly Waiver program is the responsibility of the Elderly Waiver. For recipient transportation to Elderly Waiver program services, call the recipient's Care Coordinator located in the member's county of residence.

Covered Services

South Country covers RideConnect services for an eligible member to or from the site of a covered medical service. Services can be provided at a health care provider/facility or by a local county or tribal agency.

Responsible Person

RideConnect services may be provided for the recipient and, when necessary, one responsible person. A responsible person is a person who is needed to make medical decisions, learn about the recipient's medical care services or is necessary to allow the recipient to receive a covered medical service.

The responsible person must be transported with the South Country recipient to receive payment or reimbursement for the RideConnect services. An eligible responsible person includes, but is not limited to:

- Immediate family
- Other relative
- Authorized representative
- Legal Guardian

Family Members Transported Without the Member

RideConnect covers transportation of responsible persons and one or more siblings from a single location separately from the recipient when necessary to enable family therapy services as established in the member's plan of care to be completed. For example, the responsible person, sibling or spouse of a child or parent living in a residential facility may be required to attend therapy sessions or complete therapy services. Such cases do not require the member receiving care to be included in the transport. Use the member's South Country ID number when billing.

Transportation of a Minor

Transports of minors aged 17 and under require a signed parental consent for transport if the parent or legal guardian is unable to accompany the minor. The Transportation Provider should keep the signed Minor Parental Authorization form in their records. The signed form is valid for one year. You will find the form in the Provider Forms section of the SCHA website Form 3495 Minor Parental Authorization.

Service Animals

Under the Americans with Disabilities Act (ADA), a service animal is any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals whether wild or domestic, trained or untrained, are not service animals for the purpose of this definition. In addition to dogs, the ADA allows miniature horses to be service animals if they have been individually trained to do work or perform tasks for the benefit of the person with a disability.

Pharmacy Transports

South Country allows pharmacy transports when transport is the ONLY option available based on pharmacy requirements or absence of other means to obtain the prescription(s). All means to obtain pharmacy items must be used and included, but are not limited to:

- Obtaining the prescription from the out-patient pharmacy at the medical facility or office location.
- Using mail, delivery, or courier service
- Obtaining prescription(s) on return to residence or work from the medical appointment (additional mileage is reimbursable for this purpose)
- Obtaining prescription(s) while other activities of daily living are completed.

If pharmacy only transport is required:

- All prescriptions must be coordinated for pick-up on the same date.
- Multiple trips per week or per month are not allowed.

Non-Covered Services

The services listed below are not covered by South Country as medical transportation services. These services are not reimbursable. This list is not all inclusive:

- Transportation of a recipient to a non-covered South Country services (for example, grocery store, health club, church, synagogue) and those services excluded from transportation payment.
- Transportation of a recipient from his or her residence to or from a Day Training and Habilitation (DT&H) location or Adult Day Program.
- Transportation to an additional stop to pick up a parent, guardian, PCA or additional passenger to accompany the client.
- Transportation to a destination that is different from the originally schedule drop off. The drop-off destination cannot be changed after the trip is scheduled unless the transportation coordinator approves the change. The "transportation coordinator" could be the county, tribe, or any entity hired to coordinate the RideConnect on their behalf.
- Extra attendant charges for PCAs accompanying recipients for who they are providing services.
- Use of a higher level of transportation that is not medically necessary to meet the needs of the recipient.
- Transportation to Elderly Waiver program services.
- Transportation to the emergency room, unless it is for a scheduled appointment or the emergency room is the entrance of an urgent care clinic.
- Transportation and ancillary services for hospital visits that are not necessary for making medical decisions

Excluded Costs Related to Transportation

The costs listed below are excluded by South Country as medical transportation costs. These services are not reimbursable by South Country and cannot be billed to the recipient:

- Transportation of a recipient to a hospital or other site of health services for detention ordered by a court or law enforcement agency except when ambulance service is medically necessary.
- Transportation of a recipient to a facility for alcohol detoxification that is not medically necessary.
- Additional charges for luggage, stair carry of the recipient, and other airport, bus or railroad terminal services.
- Airport surcharge

- Federal or State excise or sales taxes on air ambulance service

Fraud and Abuse

South Country is committed to identifying, preventing, correcting, and reporting fraud, waste, and abuse. Providers are each responsible for ensuring that the requirements below are followed:

- Providers should not submit claims for any of the above non-covered services.
- Providers and drivers cannot accept bribery, kickbacks, payments or anything of value from any other driver, provider or member.
- Providers and drivers cannot offer bribery, kickbacks, payments or anything of value to any other driver, provider or member.
- Providers and drivers should notify South Country immediately of suspected fraudulent or abusive activity by a member, driver, or provider.
- Providers and drivers cannot direct South Country members to a particular provider.
- Providers and driver should notify South Country immediately if any individual working for the transportation company is terminated for fraudulent or abusive practices.
- Providers must check each driver's status on each of the following databases at the time of hire and monthly thereafter to ensure the person is not excluded from participation in a federal or state health care program. Provider shall notify South Country immediately upon learning that any such person is under investigation or has been excluded from federal or state health care program participation.
 - Office of Inspector General (OIG) Excluded Individuals/Entities (LEIE)
<https://exclusions.oig.hhs.gov/>
 - Excluded Parties List System (EPLS, within the HHS System for Award Management (SAM))
<https://www.sam.gov/portal/public/SAM/>
 - Minnesota Health Care Programs (MHCP)
http://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONTENT&RevisionSelectionMethod=LatestReleased&dDocName=DHS-295094

To report suspected fraud or abuse:

- Submit a report to compliance@mnscha.org
- Submit a report to SCHA at 1-866-722-7770 (toll free);
- Submit an anonymous report to "Report-it" at 1-877-778-5463 or on-line at www.reportit.net (login is SCHA, password is Owatonna)

Please use the following information for billing all RideConnect claims:

Use the electronic 837P format.

- Bill exact direct mileage, rounded only to the nearest mile
- Do not use zone or region mileage calculations
- Use commercially available software or Internet-based applications to determine the most direct mileage

Use appropriate HCPCS codes:

- Use the HCPCS code that describes the services rendered
- Do not report non-covered miles
- Use HCPCS modifiers to:
 - Indicate both point of origin and destination for pick up and/or return trips
 - Clarify two trips on the same date. If the modifiers are the same, combine the HCPCS codes
 - Report each mileage trip on a single claim line

Each procedure code must be billed by units.

Unit: Time 1 Unit = 30 Minutes

Mileage 1 Unit = 1 mile

Flat Rate Unit = Per Flat Rate

Place of service code – 99

Diagnosis Code:

You must use the new ICD-10 diagnosis codes, otherwise your claims will be denied. Here are recommended ICD-10 codes to use for the following services:

- R68.89 Other general signs and symptoms
- R41.9 Unspecified symptoms and signs involving cognitive functions
- Z02.89 Encounter for other administrative exam
- Z02.9 Encounter for administrative examinations, unspecified

HCPCS Origin/Destination Codes (for more than one Destination Code on the same line item, the first position indicates the origin and the second position indicates the destination. Destination Codes are in addition to any modifiers identified in the Assisted Transportation and Unassisted Transportation Procedure Codes and Modifiers section of this chapter. This includes the pick-up charge):

D -	Diagnostic or therapeutic site other than 'P' or 'H' when these are used as origin codes
G -	Hospital based ESRD facility
H -	Hospital
I -	Site of transfer (e.g., airport or helicopter pad) between modes of ambulance transport
J -	Freestanding ESRD facility
N -	Skilled nursing facility (SNF)
P -	Physician's office
QM -	Institutional based providers only. Ambulance service provided under arrangement by a provider of services
QN -	Institutional based providers only. Ambulance service furnished directly by a provider of services
R -	Residence
S -	Scene of accident or acute event
X -	Intermediate stop at physician's office en route to the hospital (destination code only)
76 -	Repeat procedure by same provider
77 -	Repeat procedure by another provider

Reporting No Shows

A "No Show" is a scheduled ride that has not been cancelled and the driver shows up at the scheduled pick up location and the rider is not there. Providers must report NO SHOWs, whether or not 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 Private Health Information (PHI) must be sent through **SECURE EMAIL**

Rides Provided on Nights, Weekends or Holidays

Providers who receive requests for rides from members, hospital discharge planners or nursing homes during nights/weekends/Holidays and the eligibility record does not indicate the member is approved for Assisted Transportation, can provide the transportation but **must** communicate the below information to SCHA the next business day. Providers must also notify SCHA of any ride requests for unassisted transportation

received from members, hospital discharges or nursing homes the next business day.
Fax to Member Services at (507) 431-6328 or email rideconnect@mnscha.org

- a) member name and SCHA member ID number
- b) date the ride was provided

SCHA reserves the right to deny the claim if notification from Provider is not proper and/or timely.

Unassisted Transportation Service

South Country Health Alliance administers Unassisted Transportation Service (Common Carrier) transportation service for their eligible members. No prior authorization is needed for this service. You should bill South County directly for Unassisted Transportation (Common Carrier).

Eligible Providers

Unassisted transportation providers must be certified by MnDOT for Special Transportation Services (“STS”). Provider must submit proof of STS certification to SCHA at time of entering Provider Participation Agreement, and proof of renewal on an annual basis. Evidence of renewal must be submitted to SCHA within 30 days of the MnDOT certification renewal date.

- **Participating Provider:** Transportation and other related travel services are covered when the services are necessary to enable a recipient to obtain a covered health service from a participating provider.
- **Non-participating Provider:** Transportation shall be paid if the service is covered under the Medical Assistance state plan, if the non-participating provider could be a participating provider, if application was made, and if the transportation results in proper and efficient administration of Minnesota Health Care Programs due to cost effectiveness.

Documentation Requirements

Transportation providers must keep trip documentation for 10 years from the date of service in English and it must be legible according to the standard of a reasonable person including:

- Recipient name and SCHA ID number must be on each page of the record
- The date/time of pickup or return with a.m. and p.m. designations
- Address of the recipient’s pick-up location
- Address of the recipient’s destination
- Name of the recipient’s SCHA provider destination
- Vehicle and driver identification with printed last name, first name and middle initial
- Provider’s NPI or UMPI number
- Driver’s signature and recipient (member’s) signature
- A Driver attestation that certifies that their trip logs accurately reflect the dates, time and mileage provided and an understanding that submitting misleading documentation is considered fraudulent.

Out-of-state medical services requiring unassisted transportation are not covered unless authorized by South Country Health Alliance.

Unassisted Transportation Procedure Codes and Modifiers:

CPT /HCPCs plus Modifiers	Definition	Specifications
A0100	Taxi or common carrier or equivalent; encounter/trip/pick up charge	Flat Rate
A0100 U2 Modifier Required	Taxi or common carrier equivalent; loaded mileage, per mile	Transportation provider allowed to bill a 5-mile minimum when travel is less than 5 miles
A0100 TP – Modifier Required	Taxi or common carrier equivalent; Unloaded mileage, per mile	Reimbursement is allowed beginning with Mile 21. Provider must bill all unloaded miles. Only unloaded mileage to pick up the member (place of origin) is billable.
A0100 with 52 Modifier Required	No Show	Flat rate, no reimbursement for mileage
T2007	Wait Time: Paid after the first 60 minutes (1 unit = 30 minutes after the initial 60 minutes)	Reimbursement is allowed for time waiting on the member after the first 60 minutes with a limit of 2 units. If wait time goes beyond 16 minutes go to the next unit for billing.
A0100 TU Modifier Required	After hours pick up: Applies to hours between 12:00 a.m. and 7:00 a.m	Flat Rate

Assisted Transportation Services

Assisted Transportation Services: The transport of a recipient who, because of physical or mental impairment, is unable to safely use a common carrier requiring the transportation driver to provide direct assistance to the recipient and does not require ambulance service. “Physical or mental impairment” means a physiological disorder, physical condition, or mental disorder that prohibits access to, or safe use of, common carrier transportation. This is also referred to as a “Door through Door” or “Station to Station” level of service.

Assisted Transportation is a higher level of non-emergency medical transportation provided for eligible South Country recipients who, due to physical or mental condition, cannot safely use unassisted transportation services. Assisted Transportation includes the following services:

- Ambulatory
- Wheelchair
- Stretcher

Assisted Transportation providers must be certified by MnDOT for Special Transportation Services (“STS”). Provider must submit proof of STS certification to SCHA at time of entering Provider Participation Agreement, and proof of renewal on an annual basis. Evidence of renewal must be submitted to SCHA within 30 days of the MnDOT certification renewal date.

The special transportation provider’s driver must provide driver-assisted services. Driver-assisted services include:

- Directly assisting the recipient inside of the recipient’s residence/pick up location to exit or enter.
- Directly assisting the recipient to or from the vehicle including assistance in entering or exiting the vehicle
- Directly assisting the recipient with fastening the seat belts (all vehicles must be equipped with the appropriate seat restraints in order to meet safety standards). Infant and adolescent car seats must also be fastened appropriately with seat restraints.
- Assistance in passenger securement or in securing of wheelchairs or stretchers in the vehicle
- Directly assisting the recipient to or from the recipient’s medical facility to enter or exit
- Directly assisting the recipient inside of the medical facility to or from the recipient’s appropriate medical appointment desk

Verify eligibility and Assisted Transportation level of certification for the South Country recipient. This does NOT guarantee payment.

A signature must be obtained by the driver at the medical facility indicating a scheduled medical appointment and that the recipient was taken to the appropriate medical appointment desk.

All Assisted Transportation vehicles must display identification on both sides of the vehicle, including:

- Provider's business name
- Provider's United States Department of Transportation (USDOT) number.
- If a USDOT number is not obtained, use the MN-DOT STS certificate number.

The name and numbers must be:

- Marked in a color that sharply contrasts with the background
- Readily legible during daylight hours from a distance of 50-feet while the vehicle is stationary
- Maintained in a manner that retains the legibility of the markings. Marking may be removable devices if they meet the identification and legibility requirements.

Eligible Recipients

To be eligible for Assisted Transportation, a recipient must be impaired physically or mentally in a manner that keeps him/her from safely accessing and using a bus, taxicab, private automobile or other common carrier.

Certification is required for South Country members to receive Assisted Transportation. South Country's Health Services department performs the level of need (LON) assessments. Members requiring Assisted Transportation or renewal of Assisted Transportation authorization must contact South Country Member Services Department at **1-866-567-7242** to complete the LON assessment.

Level of Need Assessment

The member must require a high level of direct driver assistance, including inside the pick-up and destination location and meet the following criteria:

- Is eligible for Medical Assistance (MA); *OR*
- Is eligible for State-only funded MA benefits due to residing in an Institute of Mental Disease (IMD); *OR*
- Is a MinnesotaCare Child enrollee, under the age of 19; *OR*
- Is eligible for Refugee Medical Assistance (RMA).

AND

- Needs assistance from the driver to get inside the member's residence or pick-up location to the vehicle; *AND/OR*
- Needs assistance getting into and out of the vehicle; *AND/OR*
- Needs assistance fastening seat belts or securing wheelchairs or stretchers in the vehicle; *AND/OR*
- Needs assistance getting into and out of the member's medical facility; *AND/OR*

- Needs assistance getting to and from the recipient's appropriate medical appointment desk inside the medical facility; *AND/OR*
- Needs other high level of direct driver assistance as described by member and provider.

Exceptions include members residing in nursing facilities qualify for Assisted Transportation services without LON certification, as well as, other conditions including Electroconvulsive Therapy (ECT) treatment, dialysis, outpatient procedures with sedation, or if a medical service is urgent as requested by a medical provider qualify for Assisted Transportation Services without LON certification.

Nursing Facility Recipients

MA eligible recipients residing in or being discharged to or from a licensed nursing facility automatically qualify for Assisted Transportation level of transportation for all trips.

Limited Coverage

- Stretcher Services

The use of a stretcher is a covered service for assisted transportation when the medical need of the recipient requires a higher level of special medical services. Documentation of the need for the stretcher services must be kept on file by the provider.

- Wheelchair Codes

A recipient who needs a wheelchair-accessible vehicle is defined as a Medical Assistance eligible recipient with severe permanent or temporary mobility impairments who:

- Is unable to ambulate without a wheelchair, and
- Whose condition requires the use of a vehicle lift or ramp as in a wheelchair-accessible van.

A wheelchair-accessible van must operate under the authority and in compliance with the official regulations of MN/DOT, and registered as such by MN/DOT.

Documentation Required: Providers must keep trip documentation/records for 10 years from the date of services in English and it must be legible according to the standard of a reasonable person, including:

- Recipient name and SCHA ID number must be on each page of the record
- The date/time of pick-up or return with a.m. and p.m. designations
- Address of the recipient's pick-up location
- Address of the recipient's SCHA provider destination
- Vehicle and driver identification with printed last name, first name and middle initial

- Completed Assisted Transportation trip log (providers may use the DHS Trip Log Sheet)
- Name of extra attendant when extra attendant is used to provider transportation services
- Provider's NPI or UMPI number
- Driver's signature and recipient (member's) signature
- For non-ambulance providers, when applicable non-emergency medical transportation providers should receive a signature from the health care provider serving the member (public transportation is excluded from this requirement)
- A Driver attestation that certifies that their trip logs accurately reflect the dates, time and mileage provided and an understanding that submitting misleading documentation is considered fraudulent.

Assisted Transportation providers who need assistance determining which members qualifies for assisted transportation services should contact SCHA's Member Service department calling (866) 567-7242.

Audit:

SCHA will conduct periodic audits. Purpose of the audit:

- Determine the appropriate level of need assessment criteria has been met.
- Required documentation (listed above) is available and on file.
- If it is determined that the level of need criteria has not been established, provider will be subject to payment recoupment.
- To determine the need for additional monitoring or authorization requirements.

Providers can verify eligibility for Assisted Transportation Services by using the Mayocliniconlineservicecenter.com web tool or look at DHS MN-ITS.

By entering the member's I.D. number on the Mayo Clinic application, providers can view the Member's Eligibility record.

Example of Member approval for Assisted Transportation

Eligibility Information

Primary Care Provider MCHS OWATONNA

SCHA Assisted Transportation Services (Assisted) Authorization
Member qualifies for Level of Need for STS? Yes

(To be paid for services, members **MUST** be enrolled in South Country at the time of transport. Please verify member's enrollment below.)

STS Start Date: 2016-04-01 **STS End Date:** 2019-03-31

If you are not a current user of the Mayo Clinic Online Service Center, you can register by completing the Super User Request Fax Form.

<https://www.mayoclinichealthsolutions.com/servicecenter/home/homeNotSignedInPage.xhtml?faces--redirect=true>

Assisted Transportation Procedures Codes and Modifiers:

CPT /HCPCs plus Modifiers	Definition	Specifications
T2003	Ambulatory: Non-Emergency Transportation; Encounter/trip/pick up charge	Flat Rate
S0215	Ambulatory Mileage: Non-Emergency Transportation; mileage, per mile	Transportation provider allowed to bill a 5-mile minimum when travel is less than 5 miles
T2003 TP Modifier Required	Ambulatory Mileage: Non-Emergency Transportation; Unloaded mileage, per mile	Reimbursement is allowed beginning with Mile 21. Provider must bill all unloaded miles. Only unloaded mileage to pick up the member (place of origin) is billable.
T2003 52 Modifier Required	No Show	Flat rate, no reimbursement for mileage
T2005	Stretcher: Non-Emergency Transportation; non-ambulatory stretcher van encounter/trip/pick up charge	Flat Rate
T2049	Stretcher Mileage: Non-Emergency Transportation; non-ambulatory stretcher van mileage, per mile	Transportation provider allowed to bill a 5-mile minimum when travel is less than 5 miles
T2049 TP Modifier Required	Stretcher Mileage: Non-Emergency Transportation; non-ambulatory stretcher van Unloaded mileage, per mile	Reimbursement is allowed beginning with Mile 21. Provider must bill all unloaded miles. Only unloaded mileage to pick up the member (place of origin) is billable.
T2049 52 Modifier Required	No Show	Flat rate, no reimbursement for mileage
A0130	Wheelchair: Non-Emergency Transportation; wheelchair van; encounter/trip/pick up charge	Flat Rate
S0209	Wheelchair Mileage: Non-Emergency Transportation; wheelchair van, mileage, per mile	Transportation provider allowed to bill a 5-mile minimum when travel is less than 5 miles
S0209 TP Modifier Required	Wheelchair Mileage: Non-Emergency Transportation; wheelchair van, Unloaded mileage, per mile	Reimbursement is allowed beginning with Mile 21. Provider must bill all unloaded miles. Only unloaded mileage to pick up the member (place of origin) is billable.
S0209 52 Modifier Required	No Show	Flat rate, no reimbursement for mileage

CPT /HCPCs plus Modifiers	Definition	Specifications
T2003 UA Modifier Required	Protected: Non-Emergency Transportation; Encounter/trip/pick up charge	Flat Rate
S0215 UA Modifier Required	Protected: Non-Emergency Transportation; mileage, per mile	Transportation provider allowed to bill a 5-mile minimum when travel is less than 5 miles
S0215 TP Modifier Required	Protected: Non-Emergency Transportation; Unloaded mileage, per mile	Reimbursement is allowed beginning with Mile 21. Provider must bill all unloaded miles. Only unloaded mileage to pick up the member (place of origin) is billable.
T2003 52 Modifier Required	No Show	Flat rate, no reimbursement for mileage
T2007	Wait Time: Paid after the first 60 minutes (1 unit = 30 minutes after the initial 60 minutes)	Reimbursement is allowed for time waiting on the member after the first 60 minutes with a limit of 2 units. If wait time goes beyond 16 minutes go to the next unit for billing.
T2003 TU – Ambulatory T2005 TU – Stretcher A0130 TU – Wheelchair Modifier required	After hours pick up: Applies to hours between 12:00 a.m. and 7:00 a.m.	Flat Rate
T2001	Extra Attendant: Non-Emergency Transportation; patient attendant/escort	Flat Rate