

UPMC Community HealthChoices

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# Transportation Update

*February 2018*

UPMC Community  
HealthChoices

# UPMC CHC Transportation Coordinator Call Center

- **UPMC CHC is using a Transportation Coordination Call Center**
- **Call Center will coordinate transportation services for:**
  - **Home and Community Based Services – Non-Medical**
  - **Nursing Facility – Non-Emergent and Non-Medical**
- **Call Center will bill UPMC CHC for transportation reimbursement**

**Effective 2/12/18 for Nursing Facilities**

**Effective TBD for Service Coordination Agencies**

# Nursing Facilities

**Nursing Facilities have begun using the Call Center effective 2/12/18**

- **Education sent to all nursing facilities**
- **Facilities may continue to use the transportation worksheet provided for trips already scheduled by the facility for January and February—no need to reschedule with Transportation Call Center**
- **New Transports should be coordinated through Call Center**
- **Nursing Facility requests transport through Call Center for Non-Emergent Medical (physician office, outpatient, etc) and Non-Medical (social events, etc.) Transports**
- **Transports should be on members Plan of Care**
- **Call Center Coordinates transport, confirms transport with NF, payment handled by Call Center**
- **Nursing Facility should confirm primary insurance coverage for transport if member is Medicare Dual primary; if no Medicare Dual coverage, trip coordinated through CHC coverage**

# Service Coordination Agencies

- **Continue current process**
- **Coordinate transportation per Continuity of Care Authorization or New UPMC CHC-approved authorization**
  - **MATP for Non-Emergent Medical Transportation**
  - **Must have authorization on Participant Centered Service Plan for Non-Medical Transportation**
  - **Contact UPMC CHC Service Coordinator Unit via HHA or Fax (1.844.890.7458) to request authorization as needed**
- **Bill Services through HHA Non-Home Care Portal**
  - **W6110 – Non-Medical Transportation**
  - **1 Unit = One Trip (Ambulance, Wheelchair van, Medical Taxi/Taxi, Bus Pass, Mileage Log or Cab Ticket)**
  - **Enter exact amount of the transportation cost in HHA**
  - **Keep transportation notes in member file including cost and transportation provided with date of service**