Transportation Providers: Updated Transportation Services - Chapter 12 in UCare Provider Manual

UCare’s Provider Manual is an extension of the Provider Agreement and includes Transportation Provider Service Expectations and Requirements. UCare has updated Chapter 12, “Transportation Services,” of the UCare Provider Manual.

Listed below is a summary of the key updates made to each section of Chapter 12, “Transportation Services” of UCare’s Provider Manual. Be sure to review all sections of Chapter 12, paying special attention to those mentioned below to ensure you have a thorough understanding of UCare’s expectations of you as a contracted transportation provider. (Bolded and underlined items indicate that a key item is new)

1. Definitions
   - Added Nonemergency Medical Transportation Services (NEMT) definition
     i. Categorized and defined applicable modes
   - Updated Bus Transportation definition
   - Clarified the difference between Emergency and Nonemergency Ambulance Transportation Services
   - Further clarified that EW Transportation cannot be billed under a provider’s Nonemergency Medical Transportation Services provider number(s)

2. Transportation Provider Service Expectations and Requirements
   - Two sections modified for Requirement 4
     i. Changed from one to two requirements:
        o Completed application form or resume
        o If applicable signed independent contract or lease agreement between the company and the driver
     ii. Change the below requirement:
        o Annual Fraud, Waste and Abuse Training attestation/acknowledgment*

3. Transportation Fraud, Waste and Abuse Requirements
   - UCare requires that you educate, and hold accountable your contracted or employed drivers and managers about the Fraud, Waste and Abuse requirements annually.

4. Transportation Services Authorization and Billing Information
   - Any violation related to the service authorization or billing requirements listed below are subject to disciplinary actions at UCare’s discretion, up to and including termination of the UCare contract.
   - Common Carrier Transportation
     i. UCare’s Health Ride department will not provide retroactive authorizations for services not assigned by UCare’s Health Ride department.
   - Special Transportation Services (STS)
     i. Approvals are sent to providers confirming the ride and contain the required authorization numbers only if the member qualifies for Special Transportation Services (STS).
ii. For **Emergency room, hospital discharge, skilled nursing facility (SNF) appointments, same day or urgent appointments**, the ride should be reported to UCare’s Health Ride department within **72 hours of the ride**.

iii. If the dispatcher and/or personnel are unable to report rides prior to the ride or **within 72 hours of the provided ride**, UCare will only allow five business days to obtain a ride authorization after the ride was provided. This window only applies to **Special Transportation Services (STS) providers**.

iv. **All Special Transportation Services (STS) authorization requests** are subject to trip log reviews. If approved, Approvals are sent to providers confirming the ride and contain the required authorization numbers. UCare will monitor trends and has sole discretion to allow or not allow **payment for not following the notification process**.

- **Billing Updates**
  i. **The ICD-9 Diagnosis Code should always be V70.9 when billing UCare transportation claims for dates of service up to September 30, 2015.**
  
  ii. **On and after October 1, 2015, always use ICD-10 Diagnosis codes (Z00.8 or Z02.89).**
  
  iii. Please review claims submission sections for the UCare Provider Number, UCare Group Practice Number, UCare Trip Authorizations and UCare STS CON Authorization Number
  
  iv. When billing additional legs and mileage for the same member on the same day, the additional pick up leg(s) and mileage leg(s) should be billed with the **correct alpha modifier and then modifier 76 on separate lines. (ex. PD|76)**

**Key Provider Manual reminders are listed on page 3 of this document.**

**Questions?** If you have further questions, please contact us at 1-877-903-5290 or 612-294-5305 or by email at Trans-Prov@ucare.org
KEY PROVIDER MANUAL REMINDERS
Transportation providers must have established policies and/or procedures which are documented in a format in which could be shown to a UCare representative during a site visit. In addition, you and your staff must be aware of and knowledgeable about these policies and/or procedures, and must be able to demonstrate that you follow and maintain your policies and/or procedures.

Each year by January 31st, the transportation provider must submit the required Vehicle Roster and Driver Roster Listings to UCare’s Provider Relations and Contracting department. These may be submitted by email to Trans-Prov@ucare.org. Please complete and maintain the excel file provided below, per the instructions provided in the file. It must be in Microsoft Excel format to include the following information, in the column order listed below.

Additionally, throughout the year, any changes to the Vehicle Roster and Driver Roster Listings must be sent to UCare within 30 days of the change. These changes include information on newly hired drivers and drivers that have been terminated, added vehicles, and vehicles no longer in service. Updates can be submitted by updating the information listed in the Annual Driver and Vehicle Rosters. UCare may request this information at any time for any reason.

Every vehicle must display on both sides the provider’s business name and the applicable certification numbers for the services being provided by the vehicle. The name and numbers must be marked in colors that sharply contrast with the background, be readily legible during daylight hours from a distance of 50 feet while the vehicle is stationary, and be maintained in a manner that retains the legibility of the markings. The markings may be shown by use of a removable device if that device meets the identification and legibility requirements of this requirement. It is the duty of the transportation provider to ensure that all vehicles have proper signage, prior to providing transportation to any UCare member.

Drivers must wait 10 minutes past their scheduled arrival time to ensure availability in case the member is running late. The transportation provider must also attempt to contact the member prior to leaving.

A provider may, but is not required to, transport two or more UCare recipients in one vehicle from the same or different points of pickup, to the same or different destinations.

For multiple rider trips where multiple members are riding to the same destination and/or are being picked up at the same location, mileage charges can only be billed for one of the members and must reflect the most direct mileage between that member’s pickup and destination addresses. The provider can only bill for pick-up and/or drop-off charges for each member that rides in the vehicle.

Trip documentation must meet the requirements, be signed by the driver, and contain the following statement: "I certify and swear that I have accurately reported in this mileage log the miles I actually drove and the dates and times I actually drove them. I understand that misreporting the miles driven and hours worked is fraud for which I could face criminal prosecution or civil proceedings." This can be documented by paper and/or electronic means, but is required in order to be considered a valid trip log.

Return ride pickups from a UCare covered service must be dispatched within 30 minutes of receiving the return ride request. Providers who cannot meet this requirement must contact UCare’s Health Ride Department to coordinate alternative transportation for the member.

All common carrier transportation services must be coordinated and arranged by UCare’s Health Ride department before the service is rendered. UCare’s Health Ride department will schedule and confirm each ride with the transportation provider by phone, fax, or email.