Certificate of Need (CON) for Special Transportation Services (STS)
Process Update

Effective April 22, 2015, UCare has made the business decision to directly manage the Certificate of Need (CON) process for Special Transportation Services (STS). Please read the following information to understand the changes.

Medical Providers
- Rides will continue to be directly arranged between a medical provider or UCare member and the Special Transportation Services (STS) provider
- UCare requires an approved Certification of Need form signed by the attending physician, mental health professional, nurse practitioner, clinical nurse specialist, or physician assistant working under the delegation of the attending physician
- When needed, UCare’s Health Ride Department reach out to the member’s Attending Health Care Provider to initiate Certificate of Need (CON) approval process directly
- Special Transportation Services are intended for members who are unable to use common transportation (e.g. private auto, taxi, or bus) because of physical or mental impairment or disability and require a driver to provide direct assistance to the recipient (door through door assistance) MS 256B.0625, subd.17, 17a & 18
- A blank authorization form is located on the UCare Provider Website under Eligibility and Authorizations, scroll to the bottom of the page to find Certificate of Need for Special Transportation Services.

Transportation Providers
- Rides will continue to be directly arranged with you (the transportation provider) and a medical provider or an UCare member. Your role with the member is to confirm your ability to provide the requested ride.
- UCare’s Health Ride Department will manage the Certificate of Need (CON) process directly with the Attending Health Care Provider for Special Transportation Services (STS).
- For new members, a 60-day grace period is given to allow time to complete the process.
- You will receive a Certificate of Need (CON) authorization number from the UCare’s Health Ride department in order to bill UCare for Special Transportation Services (STS).
- A copy of the Certificate of Need (CON) can be sent to you for your records; however it is not required for the transportation provider or UCare. UCare will keep all CON authorization numbers on file.
- For transportation claims:
  - Indicate the UCare Health Ride trip authorization number(s) in box 23 of the CMS 1500 claim form.
  - Indicate the member’s Certificate of Need (CON) authorization number in box 19 of the CMS 1500 claim form.

Questions? If you have any questions or concerns, you may contact Provider Relations and Contracting via email at Trans-Prov@ucare.org or via phone at 877-903-0067. Please note this is a voicemail only line. Your call is important to us and will be returned within two business days.