UPMC Community HealthChoices

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

UPMC Community

HealthChoices

Confidential information of UPMC and UPMC Health Plan. Any unauthorized or improper disclosure, copying, distribution, or use of the contents of this message is prohibited. The information contained in this message is intended only for the personal and confidential use of the recipient(s) to which the information has been distributed. If you have received this information in error, please notify the sender immediately and destroy the original information/message. This message is not intended to serve as an electronic signature or other evidence of acceptance or agreement through electronic means.

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

Confidential information of UPMC and UPMC Health Plan. Any unauthorized or improper disclosure, copying, distribution, or use of the contents of this message is prohibited. The information contained in this message is intended only for the personal and confidential use of the recipient(s) to which the information has been distributed. If you have received this information in error, please notify the sender immediately and destroy the original information/message. This message is not intended to serve as an electronic signature or other evidence of acceptance or agreement through electronic means.

3

UPMC Community HealthChoices

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

UPMC Community HealthChoices

Confidential information of UPMC and UPMC Health Plan. Any unauthorized or improper disclosure, copying, distribution, or use of the contents of this message is prohibited. The information contained in this message is intended only for the personal and confidential use of the recipient(s) to which the information has been distributed. If you have received this information in error, please notify the sender immediately and destroy the original information/message. This message is not intended to serve as an electronic signature or other evidence of acceptance or agreement through electronic means.

4