

# Montana Medicaid Transportation

## Frequently Asked Questions (FAQs)

Updated 05/22/18

Question?	Four (4) Transportation Types			
	PERSONAL TRANSPORTATION	SPECIALIZED NON EMERGENCY TRANSPORTATION	Commercial	Ambulance
What are the different types of transportation?	<b>Personal transportation</b> is for members who do not have special transportation needs. The member travels in a personal type vehicle. Reimbursement is based on mileage. Prior authorization is required.	<b>Specialized Non Emergency transportation</b> is for members with specialized needs that are wheelchair-bound (see definition) or must be transported by stretcher. Medicaid-enrolled providers supply this transportation in a specialized vehicle (one equipped with a mechanical lift). Prior authorization is required.		
Do I need to apply for a National Provider Identifier (NPI)?	No. Applying for a NPI number from CMS is not needed since payment is to a person, reimbursement for mileage is automatically mailed out following verification that the appointment was kept.	Yes. A NPI number is required since in order to be paid you must file a claim on a CMS-1500. This claim form requires an NPI to process.		
Do I need to enroll through Conduent as a Medicaid Provider for this particular type of transportation service?	No. You do not need to enroll as a Provider through Conduent, a contractor to the State of Montana. Payment is based on mileage and the check is automatically mailed to the person or who they designate once the appointment is verified as being kept.	Yes. You must enroll as a Provider of "Specialized Non-Emergency Transportation." This is known as a Provider Type 24. Enrollment can be completed by contacting Conduent Provider Relations, a contractor to the State of Montana, at 1-800-624-3958 or through: <a href="http://medicaidprovider.mt.gov">medicaidprovider.mt.gov</a>		
Is a class B public license required?	No. This is not applicable to Personal Transportation.	No. A motor carrier operated by the Indian Health Service or a Federally Recognized Indian Tribe which meets all applicable standards for a class B public service commission license need not obtain such a license to be enrolled as a Medicaid Provider under this section. (ARM 37.86.2501)		
What type of vehicle does this level of service cover?	A person's personal car, a company car, a tribal car or van.	A van equipped with a mechanical wheel chair lift.		

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Is prior authorization required?	Yes. Prior authorization is required. The Travel Request Form should be completed for each client. The Travel Request Form can be obtained directly from MPQH.	Yes. Prior authorization is required. The Travel Request Form should be completed for each client. The Travel Request Form can be obtained directly from MPQH.		
How can I obtain prior authorization?	To obtain prior authorization (which is required for each Medicaid member), contact Mountain Pacific Quality Health, a contractor to the State of Montana, at (800) 292-7114 between 8:00 am and 5:00 pm. After hours, leave a detailed message on the voice mail. You can also fax the Travel Request Form to (800) 291-7791.	To obtain prior authorization (which is required for each Medicaid member), contact Mountain Pacific Quality Health, a contractor to the State of Montana, at (800) 292-7114 between 8:00 am and 5:00 pm. After hours, leave a detailed message on the voice mail. You can also fax the Travel Request Form to (800) 291-7791.		
Who can obtain prior authorization for the trip?	There is no restriction on who can obtain the prior authorization. It can be a CHR driver, a hospital clerk, or even an individual.	There is no restriction on who can obtain the prior authorization. It can be a CHR driver, a hospital clerk, or even an individual.		
What if an appointment needs to be rescheduled?	Any rescheduled appointment needs to be re-authorized.	Any rescheduled appointment needs to be re-authorized.		
What is the mileage rate?	The current mileage rate is \$0.33/mile.	The current mileage rate is as follows: - \$13.09/trip if 16 miles or less; or - \$1.06/mile for trips 17 miles and over.		
How is mileage determined?	MPQH utilizes a web based system to determine mileage from actual pickup location to drop off location. Mileage costs only pays when patient is in the vehicle or in other words "loaded miles". Payment is to the closest provider.	MPQH utilizes a web based system to determine mileage from actual pickup location to drop off location. Mileage costs only pays when patient is in the vehicle or in other words "loaded miles". Payment is to the closest provider.		
Do I have to bill Medicaid to get reimbursement?	No. Personal Transportation is not a "billable" service. Instead it is a "reimbursement" based on mileage and is <u>not billed</u> through any type of system. A check will be automatically mailed to who was designated to receive it once the appointment is verified as being kept.	Yes. You <u>must bill Medicaid</u> for this service using a 1500 Health Claim Form. Reminder - you will need your Prior Authorization Number to complete the form. A sample of this form can be found at: <a href="http://medicaidprovider.mt.gov/forms">http://medicaidprovider.mt.gov/forms</a>		

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When billing, is there a Diagnosis Code that should be used?	No. This is not applicable to Personal Transportation.	Yes. The Diagnosis Code is the appropriate code of the current health condition. If you do not know the current health condition then use Z02.9 for in-town trips to medical appointments and Z75.3 for out-of-town medical appointments.		
When billing, is there a Procedure Code that should be used?	No. This is not applicable to Personal Transportation.	Yes. The Procedure Code depends on length of trip and is as follows: - If trip is 16 miles or less, the Procedure Code is A0100; - If the trip is 17 miles or more, the Procedure Code is A0130.		
How will I receive the payment for travel reimbursement?	Once the appointment has been completed and verified by MPQH, a hard copy check will be mailed to the person or organization identified at the time of prior authorization.	Once the appointment has been completed, verified by MPQH, and billed for, payment will be made by the method identified during the provider enrollment process.		
Is there a time limit in which I can file the claim for reimbursement?	No. This is not applicable to Personal Transportation.	Yes. You have up to a year from the date of service to file a claim for travel reimbursement.		
Can an Urban Indian Health facility participate in reimbursement for transportation services provided?	Yes. An Urban Indian Health Clinic can participate in this reimbursement program.	No. An Urban Indian Health Clinic and a Federally Qualified Health Center (FQHC) are not eligible to participate in the Specialized Non-Emergency Transportation program.		
How do I find the resource manual that provides more detailed information related to this particular type of transportation?	<a href="http://medicaidprovider.mt.gov/23">http://medicaidprovider.mt.gov/23</a>	<a href="http://medicaidprovider.mt.gov/24">http://medicaidprovider.mt.gov/24</a>		

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If I need further assistance from the Montana Medicaid Program, who is the program officer that I should contact?	Gail Moloney Dental and Transportation Program Officer Acute Services Bureau Montana Medicaid Dept of Public Health and Human Services (406) 444-7045 or gmoloney@mt.gov	Gail Moloney Dental and Transportation Program Officer Acute Services Bureau Montana Medicaid Dept of Public Health and Human Services (406) 444-7045 or gmoloney@mt.gov		