



# MCO Encounter Error Solutions

Transportation Providers

Presented 6/08/2017



Your Extended Family.

# Transportation Provider Billing Guidelines

## Agenda

- Emergent and Non-emergent Services and HCPCS codes
- Appropriate Taxonomies by Service Rendered
- Reimbursable Services by Transportation Type
- Other Billing Criteria to Consider
- Claim Submission Guidelines

# Transportation Provider Billing Guidelines

Transportation provider services are classified as “emergency” or “non-emergency” and both may be comprised of ambulance and helicopter/fixed wing transports, while non-emergency transportation (NET), includes medicar, taxicab, service car, private automobile, bus, train, and commercial airplane transports.

# Emergent Services and HCPCS codes

## Transportation Procedure Codes for Emergent Transportation

*Emergent Ambulance	Type of Service	Description	Type of Provider	HCPCS
	Base Rate	Advanced Life Support , Level 1	Ambulance	A0427
	Base Rate	Advanced Life Support, Level 2	Ambulance	A0433
	Base Rate	Basic Life Support	Ambulance	A0429
	Base Rate	Specialty Care Transport / Critical Care Transport	As Appropriate	A0434
	Mileage	Ambulance	Ambulance	A0425
	Mileage	Fixed Wing (Medicare Only)	Airplane	A0435
	Mileage	Helicopter (Medicare Only)	Helicopter	A0436
	Oxygen	Oxygen	As Appropriate	A0422
	Base Rate	Fixed Wing Airplane, One Way	Airplane	A0430
	Base Rate	Helicopter or Transport crew only, One Way	Helicopter or Transport	A0431
Base Rate	Helicopter with Transport Crew, One Way	Helicopter	A0431 (U3)	

*\* Medical emergency services must be indicated with a "Y" in box 24C, Loop 2400 SV1-09*

# Non-emergent Services and HCPCS codes

## Transportation Procedure Codes for Non-Emergent Transportation

Non-Emergent Ambulance	Type of Service	Description	Type of Provider	HCPCS
	Base Rate	Advanced Life Support, Level 1	Ambulance	A0426
	Base Rate	Advanced Life Support, Level 2	Ambulance	A0433
	Base Rate	Basic Life Support	Ambulance	A0428
	Mileage	Ambulance	Ambulance	A0425
	Mileage	Fixed Wing (Medicare only)	Airplane	A0435
	Mileage	Helicopter (Medicare only)	Helicopter	A0436
	Base Rate	Specialty Care Transport / Critical Care Transport	As Appropriate	A0434
	Oxygen	Oxygen	As Appropriate	A0422
	Base Rate	Fixed Wing Airplane, One Way	Airplane	A0430
	Base Rate	Helicopter or Transport Crew Only, One Way	Helicopter or Transport	A0431
Base Rate	Helicopter with Transport Crew, One Way	Helicopter	A0431 (U3)	

Non-Emergent Non-Ambulance Transportation	Type of Service	Description	Type of Provider	HCPCS
	Mileage	Private Auto - Per Trip Mileage (No Base Rate Allowed)	Non-Ambulance	A0090
	Base Rate	Taxi	Non-Ambulance	A0100
	Base Rate	Service Car	Non-Ambulance	A0120
	Base Rate	<u>Medicar</u> (Wheel Chair Van)	Non-Ambulance	A0130
	Mileage	Taxi, Service Car, <u>Medicar</u> , Stretcher Van	As Applicable	A0425
	Attendant	Attendant	Non-Ambulance	T2001
	Attendant	Attendant (additional attendant)	Non-Ambulance	T2001 (TK)
	Stretcher Van	Stretcher Van	Non-Ambulance	T2005

# DHS Civil Commitment Services and HCPCS codes

## Transportation Procedure Codes for DHS Civil Commitment Services

DHS Civil Commitment Services	Type of Service	Description	Type of Provider	HCPCS
	Base Rate	Advanced Life Support, Level 1	Ambulance	A0426
	Base Rate	Basic Life Support, Level 2	Ambulance	A0428
	Mileage	Ambulance, Service Car	As Applicable	A0425
	Base Rate	Service Car	Service Car	A0120

DHS Civil Commitment Services refers to the contract held between limited authorized providers that transport beneficiaries who have certain behavioral health needs which require the use of a specialized safety car or ambulance.

# Allowable Categories of Services and Taxonomies

## Taxonomy and Category of Service Crosswalk

Providers are to utilize the taxonomy crosswalk located within Chapter 300, References, Taxonomy for 837P Guide. Claims are to be billed with the appropriate taxonomy listed for the correct Provider Type and Category of Service combination for services provided.

<https://www.illinois.gov/hfs/MedicalProviders/Handbooks/Pages/5010.aspx>

Service	Provider Type	HFS COS*	Taxonomy
Emergency Ambulance/Helicopter/Fixed Wing/Transport Team	70	50	341600000X**
Non-Emergency Ambulance/Helicopter/Fixed Wing/Transport Team	70	51	341600000X**
Emergency Hospital Based Ambulance/Helicopter/Transport Team	74	50	341600000X**
Non-Emergency Hospital Based Ambulance/Helicopter/Fixed Wing/Transport Team	74	51	341600000X**
<u>Medicar</u>	70, 71, 72, 74	52	343800000X
Service Car	70, 71, 72, 74	54	343900000X
Taxicab / Livery	72	53	344600000X
Private automobile	73	55	347C00000X
DHS Civil Commitment Services Non-Emergency Ambulance	70	51	341600000X
DHS Civil Commitment Services Non-Emergency Service Car	70, 71, 72, 74	54	343900000X

\*COS – Category of Service

\*\* HFS will accept the specialized taxonomies for ambulance transportation services (3416A0800X Air Transport, 3416L0300X Land Transport, 3416S0300X Water Transport)

# Reimbursable Services by Transportation Type

## Private Auto:

- Mileage only

## Taxicab:

- Base rate established
- Loaded mileage rate
- Additional passenger(s)/attendant

## Service Car:

- Base rate established
- Loaded mileage rate
- Additional passenger(s)/attendant

## Medicar

- Base rate established
- Loaded mileage rate
- Use of a hydraulic or electric lift or ramp, wheelchair lockdowns
- Additional passenger(s)/attendant



# Reimbursable Services by Transportation Type (continued)

## Stretcher Van:

- Base rate established
- Mileage rate
- Transportation by stretcher (when the patient's condition does not require medical supervision, medical equipment, the administration of drugs or the administration of oxygen, etc.)
- Additional passenger(s)/attendant

## Ambulance (ALS or BLS, Specialty Care Transport (SCT)/Critical Care Transport (CCT) ):

- Community rate or maximum rate established
- Loaded mileage rate
- Additional passenger(s)
- Oxygen

## Helicopter / Fixed Wing:

- Community rate or maximum rate established
- Loaded mileage rate (only reimbursable for Medicare programs, bundled in base rate for Medicaid programs)
- Additional passenger(s)
- Oxygen (only reimbursable for Medicaid programs, bundled in base rate for MMAI program)

## Unique or Exceptional Modes of Transportation:

- Negotiated rate with MCO

*(“Loaded Mileage” is whenever the vehicle is carrying passengers. Loaded miles do not include deadhead miles which are miles the vehicle travels empty going to load the passenger(s) or travels empty between loads or travels empty when returning to home base after unloading the passenger(s) hauled.)*

# Other Billing Guidelines

## **Medicaid (ICP, FHP, ACA) reimbursement methodology:**

- Base rate reimbursement is determined by the county in which the provider is, or the providers are, based / registered.

## **Medicaid Medicare Alignment Initiative (MMAI) reimbursement methodology:**

- The Centers for Medicare and Medicaid Services (CMS) publishes guidelines regarding the *National Breakout of Geographic Area Definitions by Zip Code* in order to determine “urban” and “rural” county designations to identify the appropriate rates for one-way trips both greater and less than 17 miles. Determination will be made based upon the pick-up locations for Members. Transportation providers billing with a GY modifier for services which are not medically necessary or are a non-covered service will not be covered under Medicare, but may qualify for NET reimbursement via Medicaid. Otherwise beneficiaries may be responsible directly for payment.

## Oxygen:

- Oxygen usage is a covered service when medically necessary and administered in the transport of a patient by ambulance, helicopter or fixed wing. The use of oxygen in non-emergency transports is a covered service when medically necessary and approved.

## Other Billing Guidelines (continued)

### Additional Attendants/Passengers:

- Anytime more than one passenger is transported in the same vehicle for any portion of a trip, the transportation provider may only charge mileage for the first passenger, even if the passengers have differing MCOs. Allowable ancillaries, such as attendants, if provided, may be charged for each passenger.
- Allowable ancillaries, if provided, may be charged (base rate only) for each passenger.
- Mileage may only be charged for the first passenger picked up. If first passenger is dropped off and additional passengers remain to a different destination, additional miles may be billed.
- The use of an attendant in the transport of a patient by a medicar, service car, or taxicab is a covered service when medically necessary and approved. Attendants may be billed to respective MCOs if multiple passengers have differing enrollment.
- Anytime more than one passenger uses an attendant and the passengers are eligible for different plans, each plan may be billed if multiple attendants are used.

### Air Transport:

- Helicopter transportation providers who own the helicopter and provide their own transport team, will be reimbursed at a maximum rate per trip or the usual and customary charges, whichever is less.
- Medical emergency helicopter/fixed wing services must be indicated with a “Y” in box 24C, Loop 2400 SV1-09
- If a hospital provides the transport team but does not own the helicopter, equally divide the established reimbursement rate or the usual and customary charges of the providers, whichever is less, between the hospital and the helicopter provider.
- Oxygen is only reimbursable for Medicaid programs and is considered bundled in base rate for MMAI program.
- Loaded mileage rate is only reimbursable for Medicare programs and is considered bundled in base rate for Medicaid programs. Medicaid will pay mileage for Medicare crossover claims.

## Other Billing Guidelines (continued)

### What other billing guidelines should Providers take note of?

- Emergency helicopter transportation claims that are denied because the patient's condition does not meet medically-necessary criteria may be reimbursed at the appropriate ground rate.
- Anytime more than one passenger is transported in the same vehicle for any portion of a trip, the transportation provider may only charge mileage for the first passenger, even if the passengers have differing Managed Care Organizations (MCOs). If first passenger is dropped off and additional passengers remain to a different destination, additional miles may be billed.
- Members receiving mental health Screening, Assessment and Support Services (SASS) are eligible for transportation services.

# Claim Submission Guidelines

## Claim Billing Requirements

- Provider Name
- Registered and active HFS NPI Number,
- For ATYPICAL providers ( with no NPI) a valid Medicaid ID (837P Loop 2010BB in Ref\*G2, the REF-02)
- Ensure claims are complete in accordance with CMS and HFS requirements
- Member's name
- Member's Medicaid Recipient ID
- Date of service on which the transportation service was provided using the MMDDYYYY Format
- Utilize correct HCPCS Code (See Table)
- Total Charge
- Signature/Date of Provider
- Prior or Post Authorization Number (if NET Transportation occurs)
- Post Authorization Number (if Ambulance Transportation occurs)
- Member Origin and Destination Name:
  - Paper claim example for Box 32 (Complete Address)  
200 House St., Anytown, IL 60656 to Anytown Hospital, 500 Main Street, Anytown, IL 60056  
For 837P - NM1\*45 and NM1\*PW - aka Pick-up and drop-off
- Origin and Destination HCPCS Place Modifier
  - **P - Physician's Office\***
  - E - Residential Facility
  - **D - Medical Service (other than P or H)\***
  - G - Hospital Based ESRD
  - **H - Hospital (Inpatient or Outpatient)\***
  - J - Freestanding ESRD facility
  - N - Nursing Facility
  - **R - Residence\***
  - S - Scene of Accident
  - X - Destination Code only. Intermediate Stop at Physician's office
- 5 digit zip code

*\* All of the above POS modifiers are used in the MMAI program. However, only the four modifiers highlighted in yellow with the asterisk are used when submitting claims in the ICP and FHP Medicaid programs.*

# Claim Submission Guidelines (continued)

	<p>* All of the above POS modifiers are used in the MMAI program. However, only the four modifiers highlighted in yellow with the asterisk are used when submitting claims in the ICP and FHP Medicaid programs.</p>
<p><b>Claim Text Note</b></p> <p>Required on all transportation claims per HFS requirements. Claims and encounters billed without this information beginning with dates of service January 1, 2017, and after will be rejected or denied.</p>	<p>Box 19 of paper claim form, or in the 837P format Loop 2300 (NTE) must include <u>all</u> of the following:</p> <ul style="list-style-type: none"> <li>• State or Province Code (Use Code source 22: States and Outlying Areas of the U.S.)</li> <li>• License Plate Number or FAA 'N' Number (Tail Number)</li> <li>• Departure and Arrival in Military Time (time as follows: HHMM, where H = hours(00-23), M-minutes (00-59);  <u>Claim text note example MUST follow this format:</u>            NTE*ADD*,IL,12345678,1155,1220            (Each element must be separated with a comma)</li> </ul> <p><i>NOTE: The State or Province Code, Origin Time and Destination Time fields must contain the length per field as listed above. Vehicle license number may vary from one (1) to a maximum of 8 characters. If the license plate or FAA tail number is less than 8 characters, left justify and space fill.</i></p>
<b>Taxonomy</b>	Paper claims - in Box 33B, or in 837P format - Loop 2000A PRV-03
<b>Timely Filing</b>	Consult Contractual Agreement with MCO
<b>Special Indicator</b>	Medical emergency services must be indicated with a "Y" in box 24C, Loop 2400 SV1-09