



STATE OF HAWAII  
DEPARTMENT OF HUMAN SERVICES  
Med-QUEST Division  
Finance Office  
Financial Integrity Section  
P. O. Box 700190  
Kapolei, Hawaii 96709-0190

January 29, 2009

MEMORANDUM

ACS M09-06

TO: All Medicaid Non-Emergency Transportation Providers

FROM: Kenneth S. Fink, MD, MGA, MPH  
Med-QUEST Division Administrator **KF**

SUBJECT: PROPER BILLING FOR NON-EMERGENCY TRANSPORTATION SERVICES

As you are hopefully aware, the population age 65 or older, blind and/or disabled currently enrolled in the Medicaid fee for service (FFS) program will be switching to QUEST Expanded Access (QExA) beginning February 1, 2009. This population will remain in FFS until February 1, 2009 and we will continue to have a small FFS program for other populations after this date. Guidance on non-emergency transportation in QExA will be provided in a separate memo. This memo pertains solely to the Medicaid FFS program.

It has come to the attention of the Med-QUEST Division (MQD) that incorrect billing of non-emergency transportation is occurring. Payments for non-emergency transportation have doubled within the past year. This memo will serve to clarify the manner in which non-emergency transportation services are to be billed. It will also serve to provide new instructions for billing.

The base code for non-emergency transportation is A0130 and it is **MANDATORY** to use a modifier with this base code. **This code should never be billed alone.** Please refer to the table below which identifies the modifiers, the description and the payment rate.

Modifiers for A0130	Description	Payment rate
WQ	Curbside pickup and discharge	\$9.00
WX	Door to door with assistance (wheelchair not required)	\$22.50
WY	Wheelchair service (non-emergency)	\$25.00
WS	Stretcher service (non-emergency)	\$63.00

The code used for billing mileage is A0425 (1 unit = 1 mile). The destination codes listed in the table below **MUST** be added to A0425. Pick-up origin and destination modifiers are **MANDATORY**. These modifiers identify where the client was picked up and where the client was dropped off. Each **PAIR** of alpha characters creates one modifier. The first alpha represents the origin and the second alpha represents the destination. These modifiers do not have additional payment attached to them as they are considered information only modifiers.

Pick-up origin and destination modifiers	Description
D	Diagnostic or therapeutic site other than "P" or "H"
G	Hospital-based ESRD facility
H	Hospital
I	Site of transfer (e.g. from airport)
J	Free standing ESRD facility
N	Skilled Nursing Facility (SNF)
P	Physician's office
R	Residence

An example of a correct use of the destination modifiers is "A0425-RP". In this example, use of these modifiers indicates that the client was picked up at their residence and dropped off at their physician's office. The correct use of the destination modifiers for the return trip would be "A0425-PR" indicating the client was picked up at the physician's office and dropped off at home.

Also pay attention to the following:

- If non-emergency transportation is a one time situation, no authorization is required. If the non-emergency transportation is provided on a continuing basis, authorization on the DHS Form 1160 is required.
- Non-emergency transportation to and from providers of medical services is available to Medicaid clients requiring assistance in obtaining medical care.
- **Clients residing in care homes, domiciliary or RACC homes are not eligible for any transportation services paid for by the Medicaid program.** It is the responsibility of the operators of those homes to provide transportation.
- **Transportation in order to access non-medically necessary services, such as day programs, etc. is not covered under the Medicaid program.** Please refer to the Medicaid Provider Manual for other exclusions.

- Taxi services shall be authorized when a client is unable to utilize public transportation or curb-to-curb and **only** between the home of a client and to the nearest appropriate medical facility and back. **Side trips are not allowed and no payments will be made.** To be authorized, only licensed physicians are allowed to assess and justify the need for taxi services. The physician must certify on the DHS Form 1160 that a client is unable to utilize public transportation to obtain necessary medical treatment. Form 1125 and taxi trip tickets are required for taxi services.
- Curb-to-curb service is authorized when clients have the physical and mental ability to get to their designated pick-up location independently or with the help of a caregiver. Drivers are only required to pick up and drop off at curbside.
- Door-to-door services are authorized when a licensed physician certifies and clearly documents that a client is unable to utilize curb-to-curb services. The need for door-to-door services should be rare and is reserved for clients who do not have a caregiver and are unable to get to the curbside alone. Drivers are required to assist clients from the entrance of the origination location to the entrance of the destination location.

Over the next several months, the MQD will be auditing paid claims for non-emergency transportation. The focus will be on several areas pertaining to how the services were billed. Examples of the focus areas are, but not limited to: double billing (using both the base code and the base code with the modifier on the same date of service), trip destinations (medical facility or physician office vs non-medical trips), transportation provided to residents of care home, and use of the proper modifier. Improper billing will result in recoupment by the MQD. Please be prepared to assist the MQD by providing any and all requested documentation in a timely manner and/or be available for on-site visits.

The MQD encourages all non-emergency transportation providers to read the Medicaid Provider Manual, Chapter 16. This document will provide more complete information including definitions, exclusions, limitations, and authorization requirements.

If you have questions concerning this memorandum, please contact John Provenza, Executive Account Manager at ACS (952-5592). If he is not available, you may call Suzanne Noland, R.N., at MQD/Finance Office (692-8055).