

CLARIFICATION ON TRANSPORTATION BILLING AND DOCUMENTATION REQUIREMENTS

7/26/2023

Transportation Providers – Clarifications on Billing and Documentation Requirements

Unloaded Miles

Transportation providers may only bill unloaded miles to pick up a member (place of origin). Reimbursement is allowed beginning with Mile 21 on a round trip or one-way trip. All unloaded miles should be billed, and South Country's claim system will calculate reimbursement. Unloaded miles going to pick up the member from the medical facility on a round trip or after you drop the member off at his residence for your return trip back are not reimbursable and should not be submitted. The only time that would be allowed is if it was a one-way trip, where you only picked up the member at the medical facility location and it was not part of a round trip. [See Examples](#)

Documentation for unloaded miles must identify the starting location of the driver or odometer readings for the unloaded miles being billed to pick up the member.

Wait Time

Wait time is time the driver spends on a round trip waiting on a member after the member has been dropped off at the medical facility until the member is picked up for the return trip. Wait time cannot be billed if the driver leaves after the member is dropped off at the medical facility and the driver comes back to pick up the member as part of a round trip. Reimbursement is allowed for time waiting on the member after the first 60 minutes with a limit of 2 units (1 unit = 30 minutes). Providers should bill all wait time units and South Country's claim system will calculate reimbursement. [See Examples](#)

Documentation must include the drop off time and pick up time and clearly identify the number of minutes that the driver waited on the trip log.

Reporting No Shows

A "No Show" is a scheduled ride that has not been cancelled and the driver shows up at the scheduled pick-up location and the rider is not there. Providers must report all NO SHOWs, whether the member was contacted prior to pick up or you let the member know the driver was on the way to pick them up. You should email the member's name, ID number and date of the no show to:

rideconnect@mnscha.org. There is no reimbursement for mileage when a no show is reported. All Protected Health Information (PHI) must be sent through **SECURE EMAIL**.

For a detailed description of the Transportation Services policy, please refer to the Provider Manual Chapter 27 at [Provider Manual – South Country Health Alliance \(mnscha.org\)](#).



For additional assistance or guidance on the information above, please see the resource below.

South Country Provider Contact Center

1-888-633-4055

Hours: 8 a.m. - 4:30 p.m.

The Provider Contact Center staff are available as your first point of contact to assist with the following.

Member benefit coverage	Provider web portal issues
Authorization verification	Claim rejection guidance
Website questions	General information
Claims billing and processing guidelines	
Remittance adjustment code details and payment information	

South Country wants to ensure providers are reimbursed for services provided to our members and following all billing guidelines. Our staff are committed to support and guide you in understanding all South Country processes and procedures. In addition, callers that utilize our Provider Contact Center are provided a reference number that identifies your call in our system. Please keep the reference number in your records to refer to if you have any additional questions or need to check the status of an open issue. The reference number will help the representative locate your issue quickly.