

## CHANGE TO UNLOADED MILES REIMBURSEMENT

2/15/2024

### Effective April 1, 2024, Change to Unloaded Miles Reimbursement

#### All Unloaded Miles To Pick Up A Member Will Now Be Reimbursable

Transportation providers must bill all unloaded mileage to pick up the member (place of origin) and may be reimbursed, with no initial deduction, on total mileage submitted. Unloaded miles going to pick up the member from the medical facility on a round trip or after you drop the member off at their 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.

Unloaded miles on a return trip after the member is dropped off are not billable.

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.

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

For any questions please contact the South Country Provider Contact Center 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.

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|--|----------------------------|
| 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.

