

UCare Connect/Connect + Medicare and MSC+/MSHO

Care Coordination and Long-Term Services and Supports

Title: Medical Transportation Job Aid

Purpose: To assist care coordinators in arranging medical transportation for members enrolled in UCare Connect, Connect + Medicare, MSC+ and MSHO and support members with education on Transportation benefits.

Policy: Members with no access to other means of transportation may use utilize UCare's Health Ride for transportation to and from UCare paid medical care, dental and other UCare paid services.

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Health Ride Transportation Types

- Common Carrier (taxi or volunteer driver)
 - Members able to transfer independently in and out of vehicles.
- Special Transportation
 - Members unable to transfer independently or need to remain in a wheelchair.
 - Members needing door-to-door assistance due to mental health condition or physical impairment.
- Bus Pass*
 - 31-day unlimited rides (not available in all areas).
 - Single Pass tickets or tokens: varying ride amounts depending upon provider and member needs.
 - Go-To Pass: Metro area only. Can be used on all Metro Transit transportation.
 - Metro Transit Buses
 - Metro Transit Light Rail
 - Metro-Mobility - requires certification to ride, additional details found here: [Metro Mobility Home - Metropolitan Council \(metrocouncil.org\)](https://www.metrocouncil.org)

*Bus passes vary by area – contact Health Ride to confirm if Bus Transport provider is contracted with UCare.

Arranging Transportation Through Health Ride

	Best Practice Tips and Requirements
	<p>Health Ride Call Center Hours: 7:00 am to 8:00 pm, Monday-Friday</p> <ul style="list-style-type: none"> • If you call after 4:00 pm, it is considered the next day – best to call before 4:00 pm • Every attempt should be made to schedule appointments at least 2 days in advance <ul style="list-style-type: none"> ◦ Areas with limited provider availability may require longer advance notice • Emailed requests require a 3-day advance notice • Bus passes require 14 business days' advance notice • Members who live on a bus or light rail line are encouraged to use a Bus Pass

Requests for rides can be arranged within 30 days of the appointment by:

- Calling 1-800-864-2157 or 612-676-6830

OR

- Through the QRyde Facility Portal (see QRyde restrictions)
- **Bus Pass requests:** Submit request through the [Microsoft Form](#)

Required information for scheduling rides:

When scheduling transportation, always include the member's name, DOB, UCare ID or PMI, member address, destination address, time and type of appointment, one-way or round-trip and number of passengers.

Returning home rides: The transportation provider will provide members with a phone contact return slip. Members will contact the transportation provider to request a return ride. Members should be advised to be at the pickup location. Drivers will wait approximately 10 minutes at the pickup location.

Rules and Regulations

- **Confirmation:** Ride requests may be confirmed with the clinic/provider
- **30/60-Mile Rule:**
 - Medical providers must be within 30 miles of the member's address on file
 - Specialty care providers must be within 60 miles of the member's address on file
 - Members must use in-network providers within the 30/60-mile rule when available to access transportation. If needing to go outside the 30/60-mile rule for an in-network provider, a Long-Distance Exception (LDE) would be required. See LDE section below for additional details.
- **Pick up/Drop off locations:** Members may be picked up or dropped off from home to their destination and returning home. Any additional stops to covered locations need to be scheduled at the time of original request. For example, stopping at the pharmacy to pick up prescriptions after a doctor's appointment.
- **Same-Day Ride Requests:** Health Ride will try to accommodate same-day rides in urgent circumstances where the member is at high risk (e.g., discharge from hospital, chemotherapy, dialysis). Health Ride should be called as soon as the transportation need is known.
- **Pharmacy Rides:** Members are eligible for one stand-alone ride to the pharmacy each month to pick up a prescription or eligible medication. Additional rides to the pharmacy added to/from a medical appointment are unlimited.
- **Companion Riders: Family members, friends, and service providers (i.e., PCA) can accompany members to medical appointments.** This must be requested when scheduling rides for common carrier and special transportation requests.
- **Special Transportation Certificate of Need (CON):** A certificate of need that validates the needs/reason/length of need is required from member's PCP to utilize special transportation services. UCare's Health Ride customer service will acquire the CON needed on behalf of the member. UCare will allow a period of 60 days for a grace period while working with the provider to get a CON in place.

- **Non-Emergency Ambulance:** Health Ride does not schedule or manage ambulance rides. If the member is unable to utilize special transportation stretcher transport due to a health condition, then the care coordinator or member will need to arrange the transportation through an ambulance provider instead of Health Ride. For additional questions regarding this, reach out to the clinical liaison team.
- **Bus Pass:** Members may not use regular transportation if they have been issued a bus pass except if the provider's location is greater than .75 miles from a bus stop. Contact Health Ride to request common carrier ride and justify need.
- **Lost Bus Pass:** Health Ride should be notified as soon as the member realizes they no longer possess the bus pass. Health Ride will cancel the current bus pass and mail out a new one.
 - Members who repeatedly lose their bus passes may be suspended from using the bus pass if fraud is suspected
- **Members With Own Vehicle:** [Minnesota Non-Emergency Medical Transportation \(MTM\) - mileage reimbursement](#) Trip Log may be used by members who have access to their own vehicle to request mileage reimbursement to medical appointments
 - MTM mileage reimbursement is available in the following counties: Anoka, Benton, Chisago, Dakota, Hennepin, Isanti, Mille Lacs, Ramsey, Pine, Sherburne, Stearns, Washington, and Wright
 - If county is not listed, contact the County of Residence to access mileage reimbursement
 - **Financial Hardship:** Members may not use Health Ride due to financial hardship (i.e.: cost of gas, insurance, vehicle maintenance)

Cancellations

- **Cancelling rides:** Health Ride should be called to cancel the ride as soon as it is known the ride is no longer needed, this allows another member to utilize the open transportation.
 - Rides that are not cancelled will be marked as no-shows in the transportation provider's system, which may result in the provider refusing future rides. This may limit the member's ride options in the future.
 - If Health Ride is not available, the transportation provider could be called directly to cancel the ride
- **Transportation No Show:** Notify Health Ride if the transportation provider does not show up within the scheduled timeframe. Health Ride will then call the provider and other in-network providers to attempt to find replacement transportation and will escalate the issue as needed. In rare cases, a replacement ride may not be located, and a DTR (denial, termination, or reduction) of transportation services may be issued by UCare.
- **Complaints/grievances:** Complaints and grievances can be filed by contacting Health Ride. The member can call to make a complaint or grievance regarding the transportation provider or driver. Health Ride will take the report and follow up with the transportation provider as needed. Health Ride can also put a note in the member's profile if the member refuses to utilize a certain transportation provider again in the future.


Ride Exceptions

Long-distance exceptions (LDE): LDE is needed when transportation is requested over 30 miles from the address on file for UCare network primary care provider, and over 60 miles for UCare network specialty care provider.

- The member or care coordinator can request an LDE by calling Health Ride to complete the LDE form with a representative.
 - Explain in detail the justification for why the member is not able to access care within 30/60 miles in order for Health Ride to make a determination.
- LDE is not required for dental appointments scheduled at a regular dental clinic.

Rides to Out-of-Network Providers: UCare does not give rides to out-of-network providers or to locations that are not billable to UCare. Out-of-network providers may submit a prior authorization to obtain permission to provide medical services to members. When medical services are approved, Health Ride can provide transportation.

- **Medicare:** Members with non-integrated Medicare must use UCare network providers to access Health Ride transportation unless a prior authorization is approved.

	Ride Limitations
	<p>Rides may be unable to be provided for any of the below reasons:</p> <ul style="list-style-type: none"> Requested ride location is for a non-covered service (i.e.: transportation to food shelf) <ul style="list-style-type: none"> Members open to a waiver (EW/CADI/CAC/BI/DD) may be eligible to access transportation support for accessing community supports as approved by the waiver case manager. (i.e.: rides to work, social programs, religious activities, day programs etc.) Appointment could not be verified Personal information could not be verified MA is inactive (MSHO and Connect + receive 90 days of continued coverage of benefits) Provider is outside of UCare's network Member has Medicare as primary insurance and using a Medicare provider that is not in-network with UCare Access to a working vehicle Lack of transportation provider availability LDE: Available provider within 30/60-mile radius, not enough justification provided Certificate of Need denied by primary care/specialty care provider

Proactive Standing Order (PSO)

A program for UCare members receiving routine dialysis or methadone treatments.

- To participate:** care coordinators send an email to Health_Ride@ucare.org requesting the member be added to the Proactive Standing Order program. Include all member details listed in the required information for scheduling rides section.
- Once on the PSO program, UCare's Health Ride contacts the clinic to verify appointment location and times and will assume responsibility for scheduling rides to dialysis or the methadone clinic for the month, and every month the member remains active on UCare and attends these appointments.

NOTE: Other medical appointments are scheduled outside of the PSO program.

QRyde

The QRyde Facility Portal is booking software that allows care coordinators to request member rides, view future and past rides, and cancel rides for members.

- Registration/Offboarding:** Care coordinators can register by completing the [QRyde Facility Portal Registration Requests](#) form, which should also be submitted to offboard users
 - Once processed, care coordinators will receive login information and a link to the portal via email
- Processing of ride requests submitted through QRyde takes two business days
- Rides must be submitted at least three days in advance and may be requested up to 30 days in advance
- Ride requests submitted through QRyde can be for medical, dental, and eligible supplemental benefit transportation
- QRyde sends member notifications via text, voice, or email for ride-booking confirmation, ride changes, and cancellations
- QRyde Restrictions:**
 - No same-day or next-day rides submitted via QRyde (must call to request)
 - 30-mile limit for primary/60-mile limit for specialty appointments, LDE requests cannot be made in QRyde
 - Bus Pass requests cannot be submitted via QRyde
 - Methadone rides cannot be submitted via QRyde, but other Proactive Standing Orders, such as dialysis, can be