



CareSource MyCare Ohio
Transportation Quick Reference Guide for Providers

September 16, 2014

- Opt-In Members (receive both Medicaid and Medicare benefits through CareSource) are eligible for non-emergency health care transportation. This includes medical/dental and redetermination appointments.
 - If member is a resident of a nursing facility and requiring medical assistance for transport, facility calls transportation provider to arrange transportation
 - If member lives independently, member calls call 855-475-3163, Option 2, 2 for car or van transportation
 - Car or van is provided if member is able to board without assistance
 - Up to 30 round trips per calendar year covered. There is no limit for medical necessity such as dialysis.
 - For trips beyond 30 per year, members may utilize Non-Emergency Transportation (see below)
 - Both par and non-par providers may provide transportation services.

Transportation requiring Ambulance/Ambulette Services

- Ambulance/ambulette is provided for those requiring medical assistance for transport
 - The ambulance/ambulette provider must obtain authorization from CareSource Medical Management for medical transportation trips, excluding dialysis. These can also be obtained retrospectively.
 - The ambulance/ambulette company will call 800-488- 0134 and follow the prompts to Medical Management or fax 888-752-0012.
- Opt-out Members (receive Medicaid-only benefits from CareSource)
 - Non-Emergency Transportation (NET) is available through member's county department of Job and Family Services (see Appendix)
 - For appointments of 30 miles or more, members call 855-475-3163, Option 2, 2.
 - If member is a resident of a nursing facility and requiring medical assistance for transport , facility calls transportation provider to arrange transportation

Transportation requiring Ambulance/Ambulette Services

- Ambulance services are a Medicare benefit and should follow the primary Medicare carrier/plan
- Ambulette services are not a Medicare benefit and are provided for members requiring medical assistance for transport under the Medicaid benefit
- The ambulette provider must obtain authorization from CareSource Medical Management for medical transportation trips, excluding dialysis. These can also be obtained retrospectively.

The ambulette company will call 800-488- 0134 and follow the prompts to Medical Management or fax 888-752-0012.

- Waiver Members (opt-in and opt-out members served by CareSource and local Area Agencies on Aging)
 - Car or van is provided if member is able to board without assistance; otherwise ambulance/ambulette is provided
 - Prior Authorization not required but should be coordinated through the Care Manager.
 - Billing code: T2025

Scenario A: Opt-in member living in a nursing facility needs to see an orthopedic surgeon for a follow-up appointment two weeks following hip replacement surgery. The nurse at the nursing facility contacts the ambulance/ambulette provider and schedules transportation. The ambulance/ambulette provider contacts CareSource Medical Management for authorization.

Scenario B: Opt-out member needs to visit her primary care provider. An Ohio Medicaid recipient, she calls her county department of Job & Family Services to request transportation through the NET program.

Scenario C: Opt-in waiver member requires dialysis treatment three times each week at a community health center. He calls CareSource to arrange for transportation in a car or van. Although he has exceeded the 30-trip limit by the end of the first quarter, CareSource continues to provide his transportation since there is no limit for dialysis visits.

Scenario D: Opt-out waiver member is an ambulatory assisted living resident of a residential care facility. He has a dentist appointment. He or his CareSource case manager calls CareSource to arrange transportation.

Appendix

Non-Emergency Transportation Contact Information (arranged through county departments of Job and Family Services)

Lorain CDJFS

42485 North Ridge Rd.
Elyria, OH 44035-1057
(440) 323-5726

Cuyahoga CDJFS

1641 Payne Ave.
Cleveland, OH 44114
(216) 987-6770

Lake CDJFS

177 Main Street
Painesville, OH 44077
(440) 350-4212

Geauga CDJFS

12480 Ravenwood Dr.
P.O. Box 309
Chardon, OH 44024
(440) 285-9141

Ashtabula CDJFS

2247 Lake Ave.
P.O. Box 1650
Ashtabula, OH 44005
(440) 994-2023

Portage CDJFS

449 South Meridian St.
Portage County Administration. Bldg.
Ravenna, OH 44266
(330) 297-3785

Medina CDJFS

232 Northland Dr.
Medina, OH 44256
(330) 722-9283 ext. 212

Huron CDJFS

185 Shady Lane Drive
Norwalk, OH 44857
(419) 668-8126

Mahoning CDJFS

345 Oakhill Ave.
Youngstown, OH 44502
(330) 740-2600
Ext 8797 (ages 18 & up)
Ext 8633 (ages 17 & under)

Columbiana CDJFS

110 North Nelson Avenue
Lisbon, OH 44432
(330) 424-1471 ext. 3218

Stark CDJFS

221 3rd Street S.E.
Canton, OH 44702
(330) 451-8486/8415

Wayne CDJFS

356 West North Street Wooster, OH 44691
(330) 287-5841

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