



**CareSource MyCare Ohio**  
**Transportation Quick Reference Guide for Providers**

August 11, 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, 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
  - Ambulance/ambulette is provided for those requiring assistance in boarding
    - The ambulance/ambulette provider must obtain authorization from CareSource Medical Management for medical transportation trips, excluding dialysis. These can be obtained retrospectively.
    - The ambulance/ambulette company will call 800-488-1034 and follow the prompts to Medical Management. Billing code: A0130 and S0209 (ambulance/ambulette)
    - Ambulance/ambulette service not provided by Non-Emergency Transportation vendor
  - 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.
  
- Opt-out Members (receive Medicaid-only benefits from CareSource)
  - Ambulance/ambulette provided for members requiring assistance in boarding.
  - For members not requiring this assistance, Non-Emergency Transportation (NET) is available through member's county department of Job and Family Services (see appendix)
  - Prior Authorization not required for appointments of less than 30 miles from the pick-up address. For appointments of 30 miles or more, members call 855-475-3163, Option 2, 2.

- 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
  - Billing code: T2025
  
- Institutional Members (opt-in and opt-out members served by CareSource)
  - Nursing facility calls ambulance/ambulette company (not CareSource) to schedule transportation for members requiring medical assistance for transport.
  - Ambulance/ambulette provider contacts CareSource Medical Management by phone or fax to obtain authorization. These can be obtained retrospectively.
  - No PA required for dialysis.
  - 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)
  - No differentiation for opt-in and opt-out members for members requiring medical assistance (ambulance/ambulette) transport.

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.

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

<b>Lorain CDJFS</b> 42485 North Ridge Rd. Elyria, OH 44035-1057 (440) 323-5726
<b>Cuyahoga CDJFS</b> 1641 Payne Ave. Cleveland, OH 44114 (216) 987-6770
<b>Lake CDJFS</b> 177 Main Street Painesville, OH 44077 (440) 350-4212
<b>Geauga CDJFS</b> 12480 Ravenwood Dr. P.O. Box 309 Chardon, OH 44024 (440) 285-9141
<b>Ashtabula CDJFS</b> 2247 Lake Ave. P.O. Box 1650 Ashtabula, OH 44005 (440) 994-2023
<b>Portage CDJFS</b> 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

**Trumbull CDJFS**

280 N. Park, Suite #1  
Warren, OH 44481  
(330) 675-2000

**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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