

2936 – EXCEPTIONAL TRANSPORTATION SERVICES

POLICY STATEMENT	The Georgia Department of Community Health, Division of Medical Assistance (DCH/DMA) provides reimbursement for Exceptional Transportation Services for Medicaid members to obtain necessary out-of-state medical services when the member is financially unable to provide his/her own transportation.
BASIC CONSIDERATIONS <div data-bbox="418 621 558 653">Definition</div> <div data-bbox="342 1255 558 1325">DFCS Responsibilities</div>	<p>Exceptional Transportation Services (ETS) is defined as non-emergency transportation necessary under extraordinary medical circumstances that require out-of-state travel for treatment not normally provided through in-state medical providers.</p> <p>NOTE: Meals and lodging may be reimbursed for in-state travel if the treatment is not available through a provider in the member's region. In-state transportation is coordinated by the NET broker responsible for the county in which the member resides.</p> <p>ETS is not available for travel to certain medical providers within fifty (50) miles of the state's border who are utilized for routine care by individuals living in Georgia's border counties and to medical facilities that have been designated as exceptions to the fifty-mile limit. Refer to Chart 2936.1 in this Section for a list of these facility exceptions.</p> <p>The DCH/DMA contracts with the Department of Human Resources, Division of Family and Children Services (DHR/DFCS) to arrange, coordinate, and provide exceptional transportation services for Medicaid members.</p> <p>The DFCS state office Medicaid Policy Unit is responsible for:</p> <ul style="list-style-type: none"> • determining ETS financial necessity • submitting required information to DCH/DMA for approval • notifying the county DFCS office of the DCH/DMA determination, including the prior authorization number. <p>The DFCS county office is responsible for:</p> <ul style="list-style-type: none"> • gathering the information necessary for an ETS eligibility determination • notifying the Medicaid member of the ETS decision • providing payment for approved transportation costs

**BASIC
CONSIDERATIONS
(cont.)**
**Eligibility
Requirements**

ETS is available to Medicaid recipients **only** if **all** the following conditions are met:

- the member's out-of-state medical care has been pre-certified by Georgia Health Partnership (GHP)
- the member is financially unable to pay for his/her transportation costs
- the member has no other means of transportation, such as a household member, relative, or friend.

Covered Expenses

Expenses covered by ETS include:

- automobile mileage
- parking, tolls
- taxi service
- commercial transportation costs (airplane, bus, train)
- meals
- lodging

NOTE: Approval for ETS does not automatically entitle the member to all potentially covered services. The DCH/DMA approval will specify what expenses are approved.

Transportation expenses for an **escort** may be covered for members who are:

- under age 21
- blind
- deaf
- mentally retarded
- other situations or conditions that preclude travel without an escort

PROCEDURES

Upon receipt of the request for ETS by the county DFCS office, follow the steps below:

Step 1

Notify the DFCS state office Medicaid Policy Unit via telephone, (404)657-3621, that ETS services have been requested.

PROCEDURES (cont.)

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| Step 2 | Obtain the following information and provide to the DFCS state office Medicaid Policy Unit: <ul style="list-style-type: none"> • pre-certification number for the out-of-state medical services (available from the member's local or out-of-state medical provider) • out-of-state medical provider's name, address, telephone number, and contact person • member's name, address, telephone number, date of birth, and Medicaid number • member's diagnosis and procedure to be performed • member's explanation of his/her circumstances that justify the request for and approval of ETS |
| Step 3 | Upon notification from the state office Medicaid Policy Unit, inform the member of the ETS decision. |
| Step 4 | Provide ETS payment(s) to the approved commercial carrier(s) and/or ETS advance to the member according to the DCH/DMA decision. |
| Reimbursement | In order to for counties to get reimbursed from DCH for these services, they need to complete the following steps: |
| Step 1 | Go to the GHP website at www.ghp.georgia.gov . Click on the Provider Information tab, and then click on Documents and Forms . Click on full list and click on CMS1500 . Print as many copies as you need. |
| Step 2 | To obtain a copy of the billing manual, click on Medicaid Provider Manuals , then click on Part 1 Policies and Procedures/Billing Manual . Go to Section 5.1.2 for instructions on how to complete the CMS1500 form. |
| Step 3 | In order to request reimbursement through the web portal you must be registered. If the county office is not registered, contact the Medicaid Policy Unit at (404)657-3621 to obtain a copy of the Web Portal Registration form. This form needs to be completed and faxed to ACS at the number listed on the form. Any billing problems should be addressed with the counties' local ACS Provider Field Representative. |

CHART 2936.1 – PARTICIPATING NON-GEORGIA HOSPITALS	
Alabama	
Flowers General	Dothan
George H. Lanier	Langdale
Lakeview Community	Eufaula
Southeast Alabama Medical Center	Dothan
Phenix Regional	Phenix City
Stringfellow Memorial	Anniston
Florida	
Baptist Medical Center	Jacksonville
Baptist Medical Center – Nassau	Fernandina Beach
Ed Fraser Memorial	Macclenny
Saint Vincent’s	Jacksonville
Shands - University of Florida	Gainesville
Tallahassee Community	Tallahassee
Tallahassee Memorial Regional Medical Center	Tallahassee
University Medical Center	
North Carolina	
Angel Community	Franklin
District Memorial	Andrews
Harris Regional	Sylva
Highland Cashiers	Highland
Murphy Medical Center	Murphy

CHART 2936.1 – PARTICIPATING NON-GEORGIA HOSPITALS (cont.)	
South Carolina	
Abbeville County Memorial	Abbeville
Allen Bennett Memorial	Greenville
Anderson Area Medical Center	Anderson
Greenville Memorial	Greenville
Hillcrest	Greenville
Aiken Regional	Aiken
Tennessee	
Bradley Memorial	Cleveland
Chattanooga Rehabilitation	Chattanooga
Cleveland Community	Cleveland
Copper Basin	Copper Hill
East Ridge	Chattanooga
Erlanger Medical Center	Chattanooga
Grandview Medical Center	Jasper
Memorial	Chattanooga
Parkridge Medical Center	Chattanooga
T.C. Thompson Children's	Chattanooga
Siskin	Chattanooga