



Personal Transportation Services

*(Mileage, meals, and lodging
coverage for Medicaid clients)*

*Medicaid and Other Medical
Assistance Programs*

This publication supersedes all previous Personal Transportation Services (Mileage, meals, and lodging coverage for Medicaid Clients). Published by the Department of Health and Human Services, July 2003.

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Key Contacts

Hours for Key Contacts are 8:00 a.m. to 5:00 p.m. Monday through Friday (Mountain Time), unless otherwise stated.

Prior Authorization

The Mountain Pacific Quality Health Foundation (Medicaid Transportation Center) is the Department's contractor that reviews transportation requests and grants authorization.

Phone:

(800) 292-7114 In and out of state

(406) 443-6100 In Helena

Fax:

(800) 291-7791 In and out of state

(406) 443-0684 In Helena

Send written inquiries to:

MPQHF/Medicaid Transportation Center

P.O. Box 6488

Helena, MT 59604-6488

Department of Public Health and Human Services (DPHHS)

When a trip is cancelled or rescheduled, return any travel funds to this address:

DPHHS

Health Policy and Services Division

P.O. Box 202951

Helena, MT 59620-2951

PASSPORT Client HelpLine

Medicaid clients who have general Medicaid or PASSPORT To Health questions may call the Client HelpLine:

(800) 362-8312

Send written inquiries to:

PASSPORT To Health

P.O. Box 254

Helena, MT 59624-0254

Secretary of State

The Secretary of State's office publishes the most current version of the Administrative Rules of Montana (ARM):

(406) 444-2055 Phone

Secretary of State

P.O. Box 202801

Helena, MT 59620-2801

Key Web Sites	
Web Address	Information Available
Medicaid Client Information www.dphhs.mt.gov/hpsd/medicaid	Select <i>Client Information</i> for this manual and more information
Virtual Human Services Pavilion (VHSP) vhsp.dphhs.mt.gov	Select <i>Human Services</i> for the following information: <ul style="list-style-type: none"> • Senior and Long Term Care: Provider search, home/housing options, healthy living, government programs, publications, protective/legal services, financial planning. • DPHHS: Latest news and events, Mental Health Services Plan information, program information, office locations, divisions, resources, legal information, and links to other state and federal web sites. • Health Policy and Services Division: Children’s Health Insurance Plan (CHIP), Medicaid provider information such as manuals, newsletters, fee schedules, and enrollment information.
CHIP Website www.chip.mt.gov	<ul style="list-style-type: none"> • Information on the Children’s Health Insurance Plan (CHIP)
Department of Public Health & Human Services Website http://www.dphhs.mt.gov/index.shtml	The official DPHHS website <ul style="list-style-type: none"> • Select <i>A-Z Index</i> for links to other DPHHS sites (including Medicaid)

Introduction

Overview

This manual tells Medicaid clients how to get transportation assistance to and from medical appointments. The Montana Department of Public Health and Human Services (DPHHS) maintains the Medicaid Transportation Center. The Transportation Center evaluates and approves all trip requests.

Rule References

Providers must be familiar with all current rules and regulations governing the Montana Medicaid program. Provider manuals are to assist providers in billing Medicaid; they do not contain all Medicaid rules and regulations. This manual should be used with the Administrative Rules of Montana (ARM). Rule citations in the text are a reference tool; they are not a summary of the entire rule. In the event that a manual conflicts with a rule, the rule prevails. Links to rules are available on the Provider Information website (see *Key Contacts*). Paper copies of rules are available through Provider Relations and the Secretary of State's office (see *Key Contacts*). In addition to the general Medicaid rules outlined in the *General Information For Providers* manual, the following rules and regulations are also applicable to the personal transportation program:

- Code of Federal Regulations (CFR)
 - 42 CFR 431.53 Assurance of Transportation
 - 42 CFR 441.62 Transportation and Scheduling Assistance
- Administrative Rules of Montana (ARM)
 - ARM 37.86.2401 - 2405 Transportation Services

Getting Questions Answered

The Transportation Center reviews requests and grants approval for trips that meet requirements. All trips must be approved before traveling. For instructions on getting trips approved, see the *PASSPORT and Prior Authorization Requirements* chapter in this manual. For questions about transportation or approval, contact the Transportation Center at (800) 292-7114 or (406) 443-6100.

This manual and other information is available on the Client Information website (<http://www.dphhs.state.mt.us/hpsd/medicaid>).

