



**Medical Coverage Determination  
Non-Emergency General Transportation Services  
for Members Assigned to Nationwide Provider Network (NPN)**

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- I. **Title:** Non-Emergency General Transportation Services for Members Assigned to the NPN
- II. **Description:** Coverage of Non-Emergency General Transportation Services, and Expenses Incident to Non-Emergency General Transportation Services, for Members Assigned to the NPN
- III. **Coverage Overview**

The WTC Health Program may provide members assigned to the Nationwide Provider Network (NPN) coverage of expenses for necessary and reasonable, non-emergency general transportation services,<sup>1</sup> and those expenses that are incident to the necessary and reasonable, non-emergency general transportation.<sup>2</sup>

This transportation must be for the purpose of the member securing medically necessary treatment or monitoring for a certified WTC-related health condition, or a health condition medically associated with a certified WTC-related health condition. In addition, the travel must exceed 250 miles roundtrip from either the member's place of current residence or a WTC Health Program-affiliated healthcare facility or office, to a WTC Health Program-affiliated healthcare facility or office.<sup>3</sup> Travel is reimbursed according to General Services Administration (GSA) rates and practices.

To obtain authorization for non-emergency general transportation services, the NPN member must have a Prior Authorization in place that meets all requirements set forth in this Medical Coverage Determination.

- IV. **Coverage Guidelines – General Eligibility Requirements for Non-Emergency General Transportation Services for NPN Members**

- A. **Request to the WTC Health Program**

To obtain authorization for general transportation, the NPN Clinical Director or designee will submit a Level 3 Prior Authorization (PA3) Request (described below) to the WTC Health Program requesting coverage of expenses for non-emergency general transportation services,

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<sup>1</sup> The term "non-emergency general transportation services" is defined by the WTC Health Program as the mode of transportation that is provided by the Program to the NPN member, including but not limited to automobile, bus, train, and airplane.

<sup>2</sup> "Expenses that are incident to the necessary and reasonable, non-emergency general transportation" means meals, lodging, or certain other expenses that are necessary to effectuate a successful transport.

<sup>3</sup> The WTC Health Program may provide coverage, on a case-by-case basis, of travel between NPN-affiliated offices or facilities in the same trip where both are greater than 250 miles roundtrip from the member's current residence.

and expenses that are incident to the non-emergency general transportation services. The WTC Health Program will review the request to confirm the member's certification status and ensure that the transportation is "necessary and reasonable" to treat or monitor the member's certified WTC-related health condition, or a health condition medically associated with a certified WTC-related health condition, taking into consideration the NPN member's place of current residence and the destination of the trip provided by non-emergency general transportation services. Approval of the PA3 Request may be based on a variety of factors, including but not limited to, remoteness of member's current residence from qualified physicians, and the need for member to receive specialty care not available in their area.<sup>4</sup>

## **B. Prior Authorization (PA) Level**

Level 3 (NIOSH Authorization)<sup>5</sup>

### **1. Authorization Criteria**

Please include the following criteria in the Level 3 Prior Authorization (PA3) Request:

- a. Member ID, name, date of birth, and list of most relevant certified conditions;
- b. Documentation that the member's travel is for the purpose of obtaining treatment or monitoring for a health condition that is certified by the WTC Health Program as WTC-related or medically associated with a certified WTC-related health condition;
- c. Documentation that the member is assigned to an NPN-affiliated physician or provider and that the transportation is necessary to receive treatment or monitoring services to manage, ameliorate, or cure the currently certified WTC-related condition or health condition medically associated with a certified WTC-related health condition. Please also specify one of the following:
  - 1) The remoteness of the member's current residence from qualified NPN-affiliated physicians;
  - 2) The need of the member to receive specialty care not available in their area;

**OR**

  - 3) Other justification.
- d. Documentation that the vehicle (automobile, bus, train, airplane) providing services to the member must be traveling directly to and/or from one of the below listed locations:
  - 1) Place of current residence

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<sup>4</sup> Requests by the NPN Clinical Director for non-emergency general transportation services for members involving special circumstances, such as highly complex or unique medical situations, may be considered on a case-by-case basis.

<sup>5</sup> See WTC Health Program Administrative Manual, [Chapter 4, Section 11], at <https://www.cdc.gov/wtc/ppm.html>.

2) NPN-affiliated office or facility;<sup>6</sup>

Or, in the event that travel does not meet the above requirement, a detailed itinerary with explanations of each stop or way-point;<sup>7</sup>

- e. Documentation that the distance is greater than 250 miles roundtrip;<sup>8</sup>
- f. Documentation of number of trips during 30-day episode of care, to include:
  - 1) Name of provider(s);
  - 2) Specific address(es) of appointment(s);
  - 3) Date(s) and time(s) of appointment(s);

**AND**

- 4) Purpose of each appointment;
- g. Documentation of the authorized mode of travel (e.g., taxi, rental car, livery service, bus, train, air, or privately owned vehicle [POV], etc.); and
- h. Documentation that all anticipated expenses are incident to the non-emergency general transportation services;

The Level 3 Prior Authorization (PA3) Request for non-emergency general transportation services submitted by the NPN Clinical Director may cover an initial 30-day episode of care. One Level 3 request can list multiple upcoming appointments requiring transportation, as long as they fall within one 30-day episode of care.

## 2. Subsequent Authorizations

Additional PA3 Requests may be required if the member continues to have appointments of over 250 miles roundtrip distance after the initial 30-day episode of care. Each subsequent PA3 Request may list multiple appointments requiring transportation, as long as they fall within one 30-day episode of care. Each subsequent PA3 Request for non-emergency general transportation services will be evaluated on a case-by-case basis.

## 3. Reimbursement Rates

The WTC Health Program reimburses for travel based on the Federal Travel Regulation (41 C.F.R. pts. 300-304) at rates established by the GSA. The reimbursement rates are subject to change by GSA. To view the current mileage reimbursement rate and rates for other

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<sup>6</sup> The WTC Health Program may provide coverage, on a case-by-case basis, of travel between NPN-affiliated offices or facilities in the same trip where both are greater than 250 miles from the member's current residence.

<sup>7</sup> May include multiple forms of transportation, (e.g., taxi from current residence to train station; train to medical office).

<sup>8</sup> See 42 U.S.C. § 300mm-22(b)(4)(C); 42 C.F.R. § 88.2(b).

incidental expenses, please visit the [GSA website](#). Members must be in travel status for more than 12 hours to be eligible for per diem reimbursement.

a. Incidental expenses reimbursed at GSA rates<sup>9</sup> may include one or more of the following:

- 1) Cost of mileage for a privately owned vehicle;
- 2) Cost of vehicle/carrier/public transportation providing services to the member;
- 3) Parking;
- 4) Required tolls during travel;
- 5) Lodging necessary to member during travel directly to or from member's place of current residence and the NPN-affiliated office or facility;
- 6) Rental car and rental car fuel reimbursement;
- 7) Meals necessary to the member during travel directly to or from member's place of current residence and the NPN-affiliated office or facility;
- 8) A medically necessary companion and associated expenses;<sup>10</sup>

**AND**

- 9) Other incidental expenses.

#### **V. Prior Authorization Request Submission Requirements**

The Non-Emergency General Transportation Services Level 3 Prior Authorization (PA3) Request must be signed by the requesting NPN Clinical Director or Designee and submitted to the Health Program Support (HPS) contractor through the SFTP server. Incomplete requests will be returned to the requesting NPN for additional information. The WTC Health Program will decide whether to authorize the service and inform the HPS contractor, who will subsequently inform the CCE/NPN. The CCE/NPN will document the request, all required criteria, and the decision in the member's record.

All documentation for completed non-emergency general transportation service PA3 Requests are subject to audit by the WTC Health Program.

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<sup>9</sup> GSA sets rates for certain incidental expenses including mileage for use of personally owned vehicles, per diem amounts to cover meals, and lodging rates for specific locations and time periods; for other incidental expenses, GSA reimbursement is based on actual costs. Please see the GSA website for more information. All incidental expenses incurred should be at the lowest priced possible option. For lodging, rates should be at or below the GSA rate; in the event of documented limited availability, the Program may provide reimbursement of actual costs of no more than 15% over the government rate.

<sup>10</sup> Companion expenses may only include meals and lodging. Companions may not travel in a separate POV or other carrier. In order for companion expenses to be considered for reimbursement, the companion must be medically necessary and justification must be included on the PA3 Request in order for costs to be reimbursed.

## VI. Billing/Coding Guidelines

All applicable codes are listed in the WTC Health Program codebook, located on the Secure Access Management services (SAMs) portal.

### A. Non-emergency general transportation codes include:

A0080	A0090	A0100	A0110	A0120	A0130
A0140	A0160	A0170	A0180	A0190	A0200
A0210	A0425	A0435	A0436	S0209	S0215
T2001	T2002	T2003	T2004	T2007	

### B. Travel Expenses and Reimbursement

After the NPN Clinical Director or Designee submits the Level 3 Prior Authorization request to the WTC Health Program and receives approval, the NPN will submit a claim for payment on the Non-Emergency General Transportation Reimbursement Form, along with the approved PA3 Request. The claim will include itemized expenses with GSA rates for reimbursement of actual amount paid for transportation services and GSA per diem rates for other incidental expenses, such as meals. Incidental expenses may include mileage (if the member drives), carriers/public transportation to include rental car fees, parking, tolls, lodging, a medically necessary companion, and/or meals, as the NPN determines appropriate on a case-by-case basis. The NPN must submit the form and the approved PA3 Request and all receipts to the HPS contractor for reimbursement; the NPN will reimburse the member in accordance with GSA rates and practices. The NPN will keep a file on each reimbursement claim with a written request for reimbursement prepared by the NPN case manager and the written decision on why travel reimbursement was granted or denied.

For consideration of codes that are not currently included in the WTC Health Program codebook, please submit a WTC-5 Medical Code Request form via the standard [WTCMedCode@csra.com](mailto:WTCMedCode@csra.com) mailbox process.

## VII. Revision History

- A. Code ranges removed and specific applicable codes listed, as currently listed in the WTC Health Program codebook. Formatting of headers adjusted. Formatting of Appendix A adjusted. Language added to section V. *January 29, 2018*
- B. Replaced “Karna” with “Health Program Support contractor”. Revised language to footnote 1. Revised language to and IV.B.1.a. Revised language to footnote 10. Revised language to VI.B. Deleted Appendix A. Revised language in reference to the Level 3 Prior Authorization Requests throughout. Revised “place of residence” to “place of current residence” throughout. Added “monitoring” language throughout. *February 27, 2018*