



Dec. 7, 2023

### Transportation Chapter Updated in UCare Provider Manual

UCare updated the Transportation chapter of the [UCare Provider Manual](#). These changes are effective immediately unless otherwise indicated.

UCare re-structured and re-formatted the Transportation chapter. Much of the content is the same, but it may now be found in different sections.

#### New Provider Manual updates

Following is a summary of the key updates and additions:

- Effective Jan. 1, 2024: Added coverage for qualifying members by plan for Nonemergency Medical Transportation (NEMT) rides to and from the grocery store.
- Added coverage for NEMT rides to MNSure Navigator Organization and County or Tribal Agencies within 90 days of the member's renewal date.
- Added information related to providing protected transportation.
  - Ride submission requirements.
- Provided clarification around requirements when transporting unaccompanied minors.
  - Including but not limited to an added requirement for obtaining a signature of an authorized adult upon drop offs.
- Changes made to what needs to be retained within provider's administrative and driver file requirements.

[UCare's Provider Manual](#) is an extension of the Provider Agreement and includes transportation provider service expectations and requirements. Contracted transportation providers should review all sections of the chapter.

#### Other Provider Manual reminders

Following are reminders of important information in the Transportation chapter of the Provider Manual:

- Transportation providers must establish policies and/or procedures that are documented in a format that could be shown to a UCare representative during a site visit. In addition, all staff must be aware of and knowledgeable about these policies and/or procedures. Staff must also be able to demonstrate that the policies and/or procedures are followed and maintained.
- Drivers must wait 10 minutes past the scheduled arrival time in case the member is running late. The transportation provider must also attempt to contact the member prior to leaving.
- For multiple rider trips where multiple members are riding to the same destination and/or are being picked up at the same location, mileage charges can only be billed for one of the members and must reflect the most direct mileage between that member's pickup and destination addresses. The provider can only bill for pick-up and/or drop-off charges for each member who rides in the vehicle.
- Trip documentation must meet the requirements, be signed by the driver and contain the following statement: "I certify and swear that I have accurately reported in this mileage log the miles I actually drove and the dates and times I actually drove them. I understand that misreporting the miles driven and hours worked is fraud for which I could face criminal prosecution or civil proceedings." This is required to be considered a valid trip log and can be documented electronically or on paper.
- Return ride pickups from a UCare covered service must dispatch within 30 minutes of receiving the return ride request. Providers who cannot meet this requirement must contact UCare's Health Ride Department to coordinate alternative transportation for the member.

**Questions?** Contact UCare at 1-877-903-5290 or 612-294-5305 or by email at [Trans-Prov@ucare.org](mailto:Trans-Prov@ucare.org).