



## **Billing Reminders for HCBS Waiver Transportation Services**

If you are contracted with UnitedHealthcare Community Plan of Iowa to provide Home- and Community-Based (HCBS) Waiver transportation services to our members, please review the following guidelines. By working together, we can help improve the accuracy and timeliness of claims so you can be reimbursed for the transportation services you provide.

### **Prior Authorization**

Transportation services are a covered benefit for the following HCBS waivers: Brain Injury, Intellectual Disability, Physical Disability and Elderly. These services require prior authorization, which is coordinated through the member's Community-Based Case Manager (CBCM). Please make sure the transportation service is authorized before you bill for it.

You can verify prior authorization in one of these ways:

- **Online:** Please sign in to **UnitedHealthcareOnline.com** using your Optum ID to access Link, then select the Prior Authorization and Notification app tile on your Link dashboard. Then choose Details of a Case Status.
- **Phone:** Call Member Services at **800-464-9484** and ask for Care Management to verify authorization information.
- **Email:** Send an email to [ia\\_ltss@uhc.com](mailto:ia_ltss@uhc.com) and provide the member's Medicaid ID number to request specific authorization information.

### **Billing for HCBS Waiver Transportation**

Please submit claims using the procedure codes listed in the prior authorization approval letter you receive from UnitedHealthcare Community Plan. If you are billing for an individual member or a group of members, please use the following codes:

For **per trip** basis, use code:

- **T2003** – one way trip; individual, or
- **T2003 with a U3 modifier** – one way trip; group

For **per mile** basis, use code:

- **S0215** – per mile; individual, or
- **S0215 with a U3 modifier** – per mile; group

Members can schedule HCBS Waiver transportation rides directly with you when services have been authorized.

### **We're Here to Help**

If you have questions, please contact Provider Services at **888-650-3462** or your Provider Advocate. Thank you.