



Value-added benefit:
transportation

Humana
Healthy Horizons®
in Ohio

Humana Healthy Horizons in Ohio is a Medicaid Product of Humana Health Plan of Ohio, Inc.
634212OH0125 OHMHZLEN

Humana Healthy Horizons transportation benefit

Value-added benefit	Details and limitations
Transportation	<p>All members receive 30 one-way (15 round) trips that are less than 30 miles per calendar year (Case manager approval not required)</p> <p>Trips falling under this category could include:</p> <ul style="list-style-type: none">• Provider, dental and vision appointments• Grocery store food banks• Women, infants-and children (WIC) appointments• Supplemental nutrition assistance program (SNAP) appointments• County department of job and family services (CDJFS) redetermination appointments• Social support (support group, wellness classes)• Redetermination appointment• Job interviews and general educational development (GED) classes• Maternity childbirth classes/baby showers

Humana Healthy Horizons transportation benefit (cont.)

Value-added benefit	Details and limitations
Transportation	<p>All members receive 30 one-way (15 round) trips that are less than 30 miles per calendar year (Case manager approval not required)</p> <p>Trips falling under this category could include:</p> <ul style="list-style-type: none">• Additional transportation may be available for members enrolled in Humana case management programs:<ul style="list-style-type: none">○ Behavioral health (BH)/substance use disorder (SUD) - must be actively engaged in following courses of treatment:<ul style="list-style-type: none">▪ Outpatient and residential BH services▪ Intensive outpatient treatment (IOP)▪ Coverage for parents to visit their child in the neonatal intensive care unit (NICU), and for parents to visit their child in a residential or inpatient BH facility• Prenatal care

Humana Healthy Horizons transportation benefit (cont.)

Value-added benefit	Details and limitations
Transportation	<p>All members receive 30 one-way (15 round) trips that are less than 30 miles per calendar year (Case manager approval not required)</p> <p>Trips falling under this category could include:</p> <ul style="list-style-type: none">• Unlimited chronic conditions requiring in-person treatment (Care manager not necessary):<ul style="list-style-type: none">○ Dialysis○ Radiation chemotherapy○ Diabetes management○ Hospital discharge○ Urgent care○ Organ transplant○ Wound care○ Prenatal care○ Postpartum trips up to 12 months to provider appointment○ Prenatal care

Transportation policies and coverage and vendor information

Policies and coverage

Transportation is covered when the member must travel 30 miles or more from the member's home to receive a medically necessary Medicaid-covered service provided by Humana Healthy Horizons® and pharmacy services provided by the single pharmacy benefit manager (SPBM). The plan also covers no ambulatory transportation.

Vendor information

Nonemergency medical transportation (NEMT)

Members can obtain transportation through Humana Healthy Horizons NEMT vendor MTM Health by calling 855-739-5986. Reservations are accepted Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

- Transportation is available to members who must travel 30 miles or more from their homes to receive covered healthcare services.
- For routine appointments, members should call a minimum of 48 business hours (two full business days).

In addition to the transportation assistance provided by Humana Healthy Horizons in Ohio, Medicaid transportation resources can also be found on the Ohio Department of Medicaid website, <http://medicaid.ohio.gov>. From the main page, select Families & Individuals > Coverage > Already Covered.

If not a Medicaid managed care or MyCare member (or you want an option besides what your plan offers), contact the Medicaid Transportation Coordinator at your local county department of job and family services (CDJFS). Select the “find your local county office” link.

Members can also contact Member Services for transportation assistance at **877-856-5702 (TTY: 711)**, Monday – Friday, 7 a.m. – 8 p.m., Eastern time.

Transportation for Federally Qualified Health Center (FQHC)

Federally Qualified Health Center (FQHC) transportation services

Medicaid Advisory Letter (MAL) No. 627

Transportation services:

FQHCs are allowed up to four transports on the same date of service for the same individual.

Example:

- Trip to one FQHC for medical service
- Trip to another FQHC for mental health service
- Trip back to first FQHC for pick-up of medications
- Trip home
- T1015 U9 with up to four units and T2003 with up to four units

Additional information about the services and programs of the Ohio Department of Medicaid may be accessed through the main webpage at <http://www.medicaid.ohio.gov>. The Medicaid managed care plans (MCPs) also cover FQHC transportation services. The MCPs may have specific claim submission requirements that differ from the requirements for claim submission through the Medicaid information technology system (MITS) provider portal. Questions about MCP claim submission requirements should be directed to the MCPs.

Questions pertaining to this MAL may be directed to the Ohio Department of Medicaid provider call center at 800-686-1516 or via email at noninstitutional_policy@medicaid.ohio.gov.

Transportation references

[Please review the current payment amounts](#) for transportation by ambulance or wheelchair van, which reflect the policy set forth in Ohio Administrative Code rule 5160-15-28.

Appendix to rule 5160-15-28

https://dam.assets.ohio.gov/image/upload/medicaid.ohio.gov/Providers/FeeScheduleRates/Transporation/5160-15-28_App%20v02.pdf

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