

## MEMORANDUM

**DATE:** September 10, 2013  
**TO:** County Directors and Taxi Companies  
**FROM:** Dawn Mock, Medicaid Program Integrity Administrator   
**SUBJECT:** Taxi Vouchers

The Department of Human Services, Medical Services Division has updated the taxi transportation guidelines. The updates will be incorporated in the North Dakota Medicaid General Provider Manual and Non-Emergency Transportation Manual. For ease in knowing what important changes were made, those areas have been highlighted below.

### **CAB/TAXI – CPT CODE A0100**

- Counties may provide recipients with taxi vouchers for travel to a Medicaid covered service when other means of private or public transportation are not available or it is determined to be the most cost effective mode of transportation. County staff that approves taxi transportation must have a note in the applicable recipient's case file to indicate the date of the approved travel and where the recipient is being transported to and from. A copy of the **State Form Number (SFN) 170** is adequate documentation to support what was authorized **and must be kept in the recipient's case file.**
- Every transportation claim submitted to North Dakota Medicaid with an A0100 code (taxi transportation) must have a taxi transportation voucher SFN 170 maintained by the taxi provider to support this billing.
- Providers are required to secure an approval, via a SFN 170, that has been signed by a county worker, signed by the recipient, and then retained by the company for their records. The facility's name and street address are **required fields** on the voucher. **DO NOT INCLUDE THE NAME OF THE PROVIDER THAT THE RECIPIENT IS SEEING**

- Taxi providers may not create their own form or document to use as proof of transportation provided. Only the state created taxi voucher (SFN 170) will serve as proper documentation.
- Taxi vouchers are required to be given or faxed to the taxi driver upon taking a Medicaid recipient to a medical appointment, and upon taking them home from their appointment (in this example, there are two trips, and two separate vouchers from the county are needed). A trip is generally defined as the **one-way** operation of a revenue vehicle between two points on a route.
- In the event of an emergent or urgent medical situation, the taxi provider is responsible for acquiring the SFN 170 from the appropriate county worker after the transportation has been provided. Taxi providers are expected to **request** the SFN 170 after providing "emergent" or "short notice" transportation, within **72 hours of providing the emergent** or urgent transportation and the county has five (5) business days to furnish the provider with a "retro authorization" taxi transportation voucher. **The county will use the SFN 170 for the "retro" authorizations and based on where the recipient was transported to, write "ER visit" or "after hours urgent care" in the box requesting the recipient signature. The use of retro authorizations will be limited to recipients being transported on the weekends, evenings or holidays (when the county office is not open).**
- Transportation providers are required to obtain the recipients signature (not applicable for retro authorizations) and include the taxi trip ticket number.

Any questions related to this policy may be directed to Dawn Mock by phone at (701) 328-1895, or via email at [dmock@nd.gov](mailto:dmock@nd.gov).