



ANDREW M. CUOMO
Governor

ANN MARIE T. SULLIVAN, M.D.
Commissioner

MARTHA SCHAEFER
Executive Deputy Commissioner

Memorandum

To: Adult Behavioral Health HCBS Designated Providers
NYS Health and Recovery Plans (HARPs)

From: NYS Office of Mental Health, Bureau of Rehabilitation Services and Care Coordination

Subject: Adult Behavioral Health (BH) Home and Community Based Services (HCBS)
Staff Transportation

Date: 04/01/2017

This memo is to clarify expectations and guidelines in regard to billing for Staff Transportation when providing Adult Behavioral Health (BH) Home and Community Based Services (BH HCBS).

The Staff Transportation service is directly related to the face to face delivery of BH HCBS by provider staff. As BH HCBS should be delivered in the most appropriate community setting to best serve the individual, Staff Transportation must only be used when services are delivered off-site. Examples of off-site settings include the individual's apartment, a local public library, coffee shop, community center, etc. Program space or offices owned/leased by the provider agency is not considered off-site.

Staff Transportation reimbursement is intended to compensate provider agencies for the cost of provider staff travel for [selected](#)ⁱ BH HCBS services only and travel must be related to the individual's service. Costs associated for programs, services, and purposes other than BH HCBS cannot qualify for reimbursement under this category.

Other Staff Transportation considerations:

- Pre-authorization for provider transportation is not required.
- Providers need to notify the MCO of the BH HCBS service.
- In order for plans to accept a claim, "Off-site" must be checked under the associated service on the "service authorization form"ⁱⁱ.
- Staff Transportation does not need to be included on the individual's plan of care or the individual service plan for the BH HCBS service.
- Travel may be reimbursed throughout the duration of the BH HCBS service, including the initial 3 visit/14 day period.
- Staff Transportation can be used for travel to conduct appropriate intake and evaluation activities.
- Because staff travel time cost is built into the BH HCBS service rates there is no reimbursement for "staff time" while in travel status.
- Travel related to unsuccessful contacts where the individual isn't available cannot be reimbursed, as reimbursement is intended to be an add-on to a completed BH HCBS service.
- Reimbursement for staff transportation should only be paid for one staff per offsite service provided, regardless of the number of staff who travel to the offsite location.
- When the individual's MCO is contracted with a BHO, claims will be submitted to the BHO



Office of Mental Health

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- Staff transportation may not be billed for BH HCBS Crisis Services (Short-Term Crisis Respite and/or Intensive Crisis Respite).
- Staff transportation reimbursement does not count toward the financial cap maximum for Tier 1 or Tier 2 utilization.

Reimbursement for Staff Transportation is divided into two typesⁱⁱⁱ see [fee schedules](#) for details. The adult HCBS authorization form can be found on the Department of Health website: https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/docs/bh_hcbs_authorization_request_form.pdf.

If you have any questions or concerns regarding Staff Transportation for BH HCBS, please contact omh.sm.co.HCBS-Application@omh.ny.gov or Liam McNabb (Liam.McNabb@omh.ny.gov or 518-473-8561) in the Rehabilitation Services Unit at OMH.

ⁱ See <https://www.omh.ny.gov/omhweb/bho/harp-mainstream-billing-manual.pdf> for which services allow transportation claims

ⁱⁱ More information on service authorization can be found on the webinar titled “HCBS Authorization Webinar for All NYS Adult BH Providers” at <http://www.ctacny.org/training/hcbs-authorization-webinar-all-nys-adult-bh-providers>

ⁱⁱⁱ Per mile is used when provider is driving; per round trip is used for public transportation (i.e. bus, subway, etc)