

Important Claims Submission Reminder

To: HPSM Contracted Transportation Providers

Date: April 15, 2019

In 2016, Medi-Cal changed the way wheelchair and litter van transportation services are to be coded and billed. The new codes used for billing these services are:

- A0130-Non-emergency transportation: wheelchair van
- A0380-Basic Life Support per mile (used for wheelchair and litter van transports only)

Through claims processing, we have discovered that some of our transportation providers have been using CPT code A0425 (Ground mileage, per statute mile) instead of code A0380 (basic life support mileage). Recent configuration of our claims system has been updated to deny code A0425 with the message “another code is available”.

If you have received denial notices for claims billed for transportation services, you may rebill or dispute the denied claim through our claims correction process, which can be found on our website at: <https://www.hpsm.org/provider/claims/disputes-and-appeals>.

Should you have questions regarding this notice, please contact our Claims Department at 833-694-7761.