



*An important
message from*
Provider Relations



We Heard You!
Same Day PCP and OB Transportation

- **Update:** Effective August 1, 2013, transportation for all **Primary Care Provider appointments, including OB visits for Home State pregnant members**, may be arranged the **same day**. A minimum of one hour advanced notice is required. However, lead time and pick up time may vary based on the current volume at the time transportation is requested.
- **Reminder:** A minimum of three (3) business days' notice is required in advance of non-urgent appointments for the following services:
 - Specialist Appointments
 - WIC appointments
 - Lamaze classes
 - Diabetic supplies and education
 - Alcoholics Anonymous meetings
 - SSI determinations
 - Hospital visitations
 - Transfers between hospitals or nursing homes
- **Multi-Leg Trips:** Multi-leg trips for Home State Health Plan covered services **ARE** allowed. Members must call MTM at 855-694-4663 to schedule additional trip legs. Examples include:
 - Trips to the pharmacy immediately following a covered appointment
 - Trips for labs/x-rays after receiving doctor's orders
 - Trips to transport member and attendant to covered appointments
- **Additional Passengers:** If the Member is a single caregiver with more than one minor child in his/her care, Home State Health Plan authorizes MTM to transport the additional minor children.
- **Toll Free Number:** The toll-free number **(855-694-4663)** is available for use by HOME STATE HEALTH PLAN members to call to make arrangements for transportation for HOME STATE HEALTH PLAN covered services.

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions? Contact Provider Relations at 1-855-694-4663.



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