

# Access2Care FAQ

## Waiver Transportation for Buckeye Health Plan Members

### Overview

Effective **February 1, 2018**, Buckeye Health Plan (Buckeye) will be transitioning the management of waiver transportation services to Access2Care (A2C). A2C currently manages non-emergency medical transportation services for members enrolled in Buckeye Medicaid and Medicare products. We believe this change will improve service to our members and reduce much of the administrative burden for our contracted providers.

The Area Agency on Aging (AAA) may arrange transportation services directly with the certified waiver transportation provider of their choice, so long as the provider is contracted and credentialed by A2C.

### What levels of service does this involve?

A2C manages wheelchair van (ambulette) and ambulatory (taxi sedan/van) levels of service for Buckeye members.

### How do I know which transportation providers are participating?

For up-to-date information or to communicate preferred providers not in-network with A2C, please email Chris Irwin at [Christopher.Irwin@amr.net](mailto:Christopher.Irwin@amr.net).

### Can I schedule transportation with an out-of-network transportation provider?

Out-of-network transportation providers will not be authorized or reimbursed for services. If you have a preferred transportation provider who is not in the A2C network, we will be pleased to speak with them to see if they are eligible for credentialing and contracting.

### What will happen after I call an in-network transportation provider and they accept the trip?

The transportation provider must submit trip information to A2C within 7 calendar days from the date of service, and A2C will enter the transport into its database for adjudication and claim processing. Transportation services are subject to provider audits.

### Does a waiver trip require prior authorization?

No prior authorization is required from Buckeye or A2C. AAA staff are responsible for determining a Buckeye member is eligible for waiver transportation services prior to requesting transport from the provider.

### Why would a trip not be authorized?

Examples include: the person you want to transport is not a Buckeye member; or the transportation provider failed to submit the trip to A2C within 7 calendar days from the date of service. A2C will only authorize services (and thus payment) for Buckeye members who are receiving covered services and whose claim was submitted properly by the transportation provider within 7 calendar days from the date of service.