



## SAUK COUNTY DEPARTMENT OF HUMAN SERVICES

PO BOX 29 \* BARABOO, WI 53913  
(608) 355-4200 \* FAX (608) 355-4299

INTEGRATED SERVICES PROGRAM (ISP)  
*COMPREHENSIVE COMMUNITY SERVICES (CCS) & FAMILIES COME FIRST (FCF)*

### GUIDANCE FOR CCS PROVIDERS: TRAVEL

#### Travel With Consumers Guidance:

##### DHS Policy:

- The CCS benefit does not cover time spent solely on transporting members. Members should use the Non-emergency Medical Transportation benefit for transportation services. However, CCS does cover services provided to a member while traveling with the member if those services are under the CCS Service Array.
- If a provider is providing CCS services (as described in the CCS Service Array) to a member and happens to be in a car with him or her while providing services, then the provider would bill those services.

**Summary:** Billing for traveling with the consumer is allowable only for activities directly related to the consumer's Recovery Plan goals.

##### Geographic Boundaries

- Providers should not travel with consumers outside their home county or local community (city/town) unless: prior approval has been obtained, and the travel is directly connected to Recovery Plan goals.
- If travel outside the home county or community is goal-related, the provider must consult the service facilitator, who will then contact their county supervisor for approval and/or further discussion.

##### Activity Requirements (See Guidance for CCS Providers- Activity-Based Services)

- All activities involving travel with the consumer must:
  - Support consumer independence and align with CCS goals.
  - Be activities the consumer could reasonably access independently if CCS services were no longer provided.
- Staff and consumers should remain flexible in choosing meeting locations, prioritizing options closest to the consumer's home environment (if not using their home for meetings or sessions).

##### Use of Natural Supports and Alternative Resources

- Staff should encourage and support consumers in using natural supports (family, friends) or other transportation resources (e.g., MTM) for appointments. This is especially important when consumers wish to meet at offices or community locations outside their hometown/city (e.g., a consumer living in Baraboo who wants to meet at a provider office in Reedsburg).

##### Restrictions During Sessions and Meetings

- Providers may not drive during: team meetings, individual scheduled sessions conducted via Telehealth, or any related consultation/supervision meetings.
- Travel during in-person sessions is permitted when it is part of the planned activity.

### **Sauk County CCS Billing for Travel Time Guidance:**

1. Travel time required to provide a service to an enrolled consumer is a billable CCS cost. *“In order to submit provider travel time, the time and distance traveled in miles must be documented in the member’s medical record.” (From Forward Health Update 2014-42.)*
2. This would include travel time to/from the provider location (including provider office or home) to the consumer location *“Time spent by a provider to travel to provide a CCS service to a member is reimbursable.” (From DHS FAQ 2016.)*
3. Travel time can only be billed for one consumer service (individual or group) at a time. If no service is provided, then the travel time is not billable. *“Travel time must be submitted on the same claim as the professional service in order to be reimbursable. Therefore, a provider who travels to provide services to a member cannot claim reimbursement for the travel time if no services were provided because the member was not there.” (From DHS FAQ 2016.)*
4. When traveling from one consumer to provide a service to another consumer you cannot bill both consumers for the travel time. This would be considered double billing. Your options are to bill for the consumer that you going to or divide the time spent between the consumer you are traveling from with the consumer you are traveling to.
5. The furthest starting spot you can bill for travel from is from your home or office. If you start your travel to the client from a closer distance, you must adjust your recorded & billed travel time.
6. To limit the amount of travel time required, it is recommended that you set up your schedule so that you see multiple consumers from one geographical area in the same day so that you can split the travel time. This also helps if there is a late cancellation or no-show: if you have just arrived to an area, you could see your later scheduled client instead of suffering an unbillable trip.

Inflation of billing for travel or services is a type of Medicaid fraud. Sauk County and State auditors do review progress notes for accuracy on this. It is your responsibility as a provider to have accurate documentation.

*Example: Travel to consumers home and they are not present. You instead have contact with consumer by phone and you provide a service (not just re-scheduling the appt) on the phone. The travel time is not billable. The service time is billable, and a Telehealth code should be used.*