



Transportation Providers Bulletin 21

DATE: July 2024

TO: Transportation Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Updates regarding Transportation for the Direct Benefit of Children under 21 and for Wheelchair Repair**

Summary

This bulletin provides information about the allowed transportation of parents, family members, and caregivers. It clarifies coverage of transportation for the benefit of MassHealth Standard and CommonHealth members under 21 years old, as well as member transportation to assess or repair certain durable medical equipment (DME).

Transportation for the Direct Benefit of Children Under 21

The Early and Periodic Screening, Diagnostic and Treatment (EPSDT) program provides comprehensive and preventive health care services to MassHealth Standard and CommonHealth members under 21 years old. MassHealth is required to provide comprehensive services, including all coverable, appropriate, and medically necessary services needed to correct and ameliorate health conditions in accordance with applicable federal guidelines. A child's parent, family member, or caregiver plays an integral role in effectively treating the child.

Under the EPSDT requirements and consistent with [130 CMR 407.404](#), MassHealth covers transportation of a child's parent, family member, or caregiver that is necessary to the child's care, so long as that child is otherwise eligible for transportation. For example, if an eligible child is receiving residential or facility-based care (in an inpatient hospital, neonatal intensive care unit [NICU], intensive residential treatment program [IRTP], nursing facility, etc.) and the presence of the parent, family member, or caregiver is needed for them to actively participate in treatment or intervention for the direct benefit of the child, MassHealth will pay for transportation for the parent, family member, or caregiver to ensure the child's medically necessary services are provided. Examples of necessary services include breastfeeding or providing breast milk, participating in family therapy, making medical decisions, consenting to surgery, and other similar activities.

Transportation will generally be provided as non-emergency transportation through the Human Services Transportation (HST) brokerage. Providers may seek transportation for the parent, family member, or caregiver of a child through the MassHealth Customer Service Web Portal

(CWP), at www.mass.gov/how-to/request-transportation-for-a-member. The member receiving service(s) should be listed as the EPSDT-eligible child. Providers can then indicate in the CWP that this request is for the medically necessary care of an EPSDT-eligible member.

Except as described above, the transportation of parents, family members, or other caregivers to visit members who are hospitalized or otherwise receiving residential or facility-based treatment is not considered necessary and is therefore not covered. See 130 CMR 407.411(B)(4).

Transportation for Wheelchair Repair

MassHealth members otherwise eligible for non-emergency transportation may receive transportation with their wheelchair to obtain its evaluation or repair. Notwithstanding the definition of Authorized Provider in 130 CMR 407.402, DME providers will be considered “Authorized Providers” who can submit a PT-1 request on behalf of the member for such transportation.

This type of transportation is only possible if the member can be safely transported with the equipment (for example, the wheelchair is operational enough to safely transport the member). The evaluation or the repair must also be expected to be completed on the same day as the transport. DME providers must continue to make home repairs, especially if the member cannot be safely transported to the DME provider, or if the DME to be assessed or repaired is anything other than a wheelchair.

MassHealth Website

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Questions

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