Provider Notification

Skilled Nursing Facility Transportation Update

| Date of Notification | April 30, 2014 | Revision Date | N/A 
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<tbody>
<tr>
<td>Plans Affected</td>
<td>All Lines of Business</td>
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We’ve recently experienced a high volume of phone calls regarding transportation issues. We thank you for your patience and anticipate significant reductions in our wait times by in the next few weeks.

Some ways that will help to alleviate you from having to make a phone call include:

- **Skilled Nursing Facilities** can contact Total Transit directly and do not need to contact Mercy Care’s Member Services. Transportation requests can be faxed to Total Transit by nursing care staff members for the following services:
  
  - **Standard Wheelchair New Transportation Requests** –
    - 24-Hour Advance Notice Required
      - Fax to 623.939.4222
  
  - **Standard Wheelchair Change Orders** –
    - Call 602.200.3629
      - Agent can make changes to an existing order already in the system
  
  - **Bariatric Wheelchair New Transportation Requests** –
    - 24-Hour Advance Notice Required
      - Fax to 623.939.4222
  
  - **Bariatric Wheelchair Change Orders** –
    - Call 602.200.3629
      - Agent can make changes to an existing order already in the system
  
  - **Bariatric Stretcher New Transportation Requests** –
    - 24-Hour Advance Notice Required
      - Fax to 623.939.4222
  
  - **Standard Stretcher New Transportation Requests** –
    - 24-Hour Advance Notice Required
      - Fax to 623.939.4222
• **Standard Stretcher Change Orders** –
  o Call 602.200.3629
    ▪ Agent can make changes to an existing order already in the system

• **Ambulatory New Transportation Requests** –
  o 24-Hour Advance Notice Required
    ▪ Fax to 623.939.4222

• **Ambulatory Change Orders** –
  o Call 602.200.3629
    ▪ Agent can make changes to an existing order already in the system