

February 2026 Transportation FAQ

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Part 1: General Information

Terms:

Q: What are the terms for the different transportation providers?

A: A Transportation Provider is the provider that is authorized to provide transportation to services or out in the community for the individual served. Below is a chart that outlines each provider type:

Provider Category	Provider Type	Definition in terms of Transportation
Third-Transportation Provider	Third-Party Transportation Providers	A provider with a Third-Party Transportation Contract with OCHN that can provide transportation to any qualifying service for any individual with an I/DD diagnosis (see qualifying services below).
Third-Transportation Provider	Public Transportation Provider	A Public Transportation company that has partnered with OCHN to provide rides to qualifying services for individuals with an I/DD diagnosis (see qualifying services below).
Service Provider	Vocational/Skill-Building Providers	A provider with a Vocational Contract or OCHN Vocational Credentialing Letter (For Self-Determined (SD) Individuals Only) who provides both vocational services and may also provide transportation.
Service Provider	Supported Employment/Job Coaching Providers	A provider with a Supported Employment/Job-Coaching Contract or OCHN Supported Employment/Job-Coaching Credentialing Letter (For Self-Determined (SD) Individuals Only) who provides Supported Employment/Job-Coaching services and may also provide transportation.
Residential/Group Home Provider	Residential Providers-Unlicensed	An unlicensed group-home provider with an OCHN contract that may transport their residents to/from qualifying Medicaid services (see qualifying services below). Unlicensed group homes may also bill for transportation for Community Living Services under XX402 (See code chart below).

Residential/Group Home Provider	Specialized Residential Providers-licensed	<p>A licensed group-home provider that is contracted with OCHN that may transport their residents to/from qualifying Medicaid Services (see qualifying services below). Licensed group-home providers may bill for transportation to/from day program services.</p> <p>Licensed group-home individuals who provide community outings should bill under H2016. Transportation was NOT unbundled from H2016 and licensed group-homes can NOT bill XX402.</p>
Service Provider	Community Living Services (CLS) Providers	<p>A provider with a CLS Contract or OCHN CLS credentialing Letter (For Self-Determined (SD) Individuals Only) who provides CLS services and may also provide transportation.</p>

Q: What is the difference between a Service Code and a Transportation Code?

A: The State of Michigan recognizes certain HCPCS codes for Medicaid covered services such as H2015 for CLS services, H2014 for Vocational/Skill-Building services, H2023 for Supported Employment services, and H2025 for Job Coaching services. Typically, transportation is bundled into the service rate.

OCHN has unbundled the transportation rate from the service rate and developed local codes XX400, XX401, and XX402 to keep track of transportation expenses. A local code is specific only to OCHN and is not used by the State of Michigan or other Pre-Paid Inpatient Health Plans (PIHPs).

Q: What is the difference between primary vs secondary transportation:

A: Primary transportation provides transportation from an individual's home (including family or group homes) to a Medicaid covered service and back home. Or from One Medicaid covered service to a new Medicaid covered service in the same day (see Q: Can an individual receive two different primary transportation services in a day?)

Secondary transportation is provided to individuals who are already at a Medicaid covered service and are going into the community as part of that current Medicaid covered service.

OCHN's Transportation Responsibilities and Unbundling Transportation Questions:

Q: What transportation services are the PIHPs responsible for providing?

A: According to the Michigan Medicaid Provider Manual, 3.29: TRANSPORTATION. PIHPs are responsible for transportation to and from the beneficiary's place of residence when provided so a beneficiary may participate in a state plan, Habilitation Support Waiver (HSW) or additional/1915(i) SPA service at an approved day program site or in a clubhouse psychosocial rehabilitation program. Medicaid Health Plans (MPH) are responsible for assuring their enrollees' transportation to the primary health care services provided by the MHPs, and to (non-mental health) specialists and out-of-state medical providers. The Michigan Department of Health and Human Services (MDHHS) is responsible for assuring transportation to medical appointments through [Modivcare](#) for Medicaid beneficiaries not enrolled in MHPs; and to Healthy Kids Dental, substance abuse, and mental health services (except those noted above and in the HSW program described in the HSW for Persons with Developmental Disabilities Section of this chapter) for all Medicaid beneficiaries. (Refer to the local MDHHS office or MHP for additional information, and to the Ambulance Chapter of the manual for information on medical emergency transportation.)

Medicaid allows transportation to be billed on a per trip basis for Skill Building, Supported Employment Services, and Job Coaching activities and by mileage for Community Living Support, defined in the Individual Plan of Service (IPOS). **PIHP's payment for transportation should be authorized only after it is determined that it is not otherwise available (e.g., MDHHS, MHP, volunteer, family member), and for the least expensive available means suitable to the beneficiary's need.**

Qualifying Services Chart

Service Description	HCPCS Code
Vocational/Skill-Building	H2014
Supported Employment Services	H2023
Job Coaching	H2025
Community Living Support *Mileage Reimbursement	H2015

Q: Will providers be able to bill for Medical Transportation?

A: MDHHS does not allow reimbursements for transportation to medical appointments. The State has a dedicated contract with Modivcare to provide medical transportation.

Q: What was unbundled by OCHN?

A: Starting on October 1, 2024, OCHN unbundled transportation from four Intellectual and Developmental Disabilities (I/DD) service codes: H2014, H2015, H2025, and H2023. OCHN created a local transportation code under XX400, XX401, and XX402. The service is now billed separately from primary transportation. In addition, the rate for primary transportation is no longer included in the service rate for those four codes for individuals with an I/DD diagnosis only.

Q: How will individuals under Intellectual and Developmental Disabilities (I/DD) Services receive transportation?

A: Individuals with an I/DD diagnosis may receive transportation from a variety of different transportation provider types (See Q: What are the terms for the different transportation providers?). Since Medicaid is the payer of last resort, natural supports and the use of community resources such as SMART must be explored first. If natural supports are unavailable, the individual and family should work with the Support Coordinator and Vocational Providers to determine the most appropriate form of transportation that meets the individual's safety, well-being, and medical necessity needs as well as their individual goals as outlined in their IPOS.

Q: How will individuals under Mental Illness/Health (MI) Services, Serious Emotional Disturbance (SED), or Substance Use Disorder (SUD) Services receive transportation?

A: OCHN did not unbundle transportation from the service for any other population at this time. Individuals receiving MI, SED, or SUD services should continue with their standard transportation procedure and should not use the separate transportation codes.

Q: Who will be responsible for transporting individuals to their services?

A: Since Medicaid is the payer of last resort, natural supports and the use of community resources such as SMART must be explored first. If natural supports are unavailable, the vocational program holds the primary responsibility of providing transportation and should be asked before other avenues are explored. If the vocational program does not provide primary transportation or is at capacity/does not service the individual's area of residence, a third-party provider may be utilized.

Q: What if neither the service provider nor third-party transportation provider can provide transportation?

A: OCHN's expectation is for the Vocational Provider to either provide transportation to and from services or to collaborate with the Support Coordinator to secure a third-party transportation provider, in alignment with the individual's IPOS. If a third-party provider does not serve the area or has all routes at capacity, the individual may need to identify an alternative vocational provider that can meet their IPOS transportation needs.

The vocational provider should not accept a new individual into their program until transportation has been identified.

Part 2: Self-Determination and Transportation

Q: Can an individual who is self-directing their service utilize the corresponding transportation code?

A: If the individual is choosing to self-direct an I/DD service that includes transportation, then authorizations for transportation should be under OCHN's local transportation codes. All other populations should not utilize the transportation local codes even if they are self-directing their service as the transportation rate remains bundled in the service code.

Q: Which provider should the transportation authorization be under?

A: Support Coordinators should reference the SD Authorization Guide sent out to Core Providers and the Financial Management Service Providers on January 27, 2026. For further questions, reach out to either transportation@oaklandchn.org or selfdetermination@oaklandchn.org.

Part 3: Information for Providers:

Authorizing Transportation Codes

Q: Can there be an authorization for a Service Code without a Transportation Code?

A: Yes, some individuals utilize natural support or drive themselves to services. In these cases, authorizing a transportation code would be inappropriate as Medicaid funds may not be utilized to pay natural supports or the beneficiary.

Q: Can there be an authorization for a Transportation Code without a Service Code?

A: No, transportation is not a stand-alone service and must always be paired with the correct corresponding service code.

Q: Can one transportation code be authorized for all transportation services? For example: if the individual receives H2014 and H2025 services and receives transportation from the same transportation provider, can one code be authorized?

A: No, if the individual attends two or more different services, the correct corresponding code needs to be authorized under the transportation provider even if the individual utilizes the same transportation provider for transportation to/from both services.

In the example above, the transportation provider would need two different transportation codes authorized: XX400/XX401-14 AND XX400/XX401-25.

Q: How do I know which transportation code to authorize?

A: OCHN's transportation codes are located on OCHN's Transportation Website under the resource section. The document is [FY26-Transportation-OCHN-Codes-and-Units-Reference-Guide-](#).

In addition, OCHN's Utilization Management Team created a [FY26-Provider-Transportation-Quick-Reference-Sheet](#) to explain what each modifier means and what information is needed when submitting a transportation authorization to OCHN.

Q: Does the individual always have to be at their residence to receive primary transportation?

A: No, the Start/Drop-Off location must be either the individual's residence or a Medicaid covered service site. Locations such as the grocery store, arcade, a friend's house, etc. are not allowable start/drop-off locations unless Community Living Services are occurring at that site.

Q: Can an individual receive two different primary transportation services in a day?

A: Yes, an individual may receive two different primary transportation services in a day if the individual receives two different Medicaid covered services that day. For example, an individual may attend a vocational program in the morning and then go to a job site for supported employment in the afternoon. Billing transportation for each service is allowable if under the correct authorization. See the chart below for an example:

Start Location	End Location	Allowable Service Code	Allowable Transportation Code	Total Transportation Units Allowed
Residence	Vocational Program	H2014	XX400-14 or XX401-14	1 Unit
Vocational Program	Supported Employment Job Site	H2023	XX400-23 or XX401-23	1 Unit
Supported Employment Job Site	Vocational Program	H2023	XX400-23 or XX401-23	1 Unit
Vocational Program	Residence	H2014	XX400-14 or XX401-14	1 Unit
			Total Units	XX400/401-14 = 2 Units XX400/401-23 = 2 Units

Reporting and Training:

Q: How will OCHN ensure safety of new drivers for individuals served, especially if a new company is utilized?

A: New transportation providers are required to have their staff undergo background checks and submit driver's licenses, which is reviewed by OCHN as part of providers' yearly audit for verification purposes. All providers are also required to go through OCHN's credentialing process and complete required trainings as outlined in OCHN's Transportation Policy.

Q: What trainings are required for transportation providers?

A: Providers can find a list of required trainings for their drivers and staff on the Transportation Policy through the Provider Extranet and OCHN's Public Policies. Trainings for drivers and transportation staff are listed in the Training Section of this policy.

Q: Are Transportation Providers required to be in-serviced?

A: Yes, all transportation providers are required to be in-serviced prior to starting services. The Support Coordinator is responsible for scheduling and leading in-service meetings. For questions regarding in-servicing transportation provider, reach out to transportation@oaklandchn.org.

Q: What are the OCHN reporting expectations and transportation log requirements for the transportation providers?

A: Reporting requirements are part of Attachment D in the provider contracts. In addition, OCHN may require submission of transportation logs upon request. OCHN's standardized transportation logs can be found on OCHN's Transportation Website under the Transportation Logs section. In addition, providers should watch the [Transportation Log Webinar](#) also located under the Transportation Logs Section of the OCHN Transportation Website to learn how and when to use each log.

If you seek further clarification on reporting requirements or transportation logs, please email transportation@oaklandchn.org.

Q: What are the New Transportation Third-Party Transportation Report Cards?

A: OCHN will begin quarterly report cards for all traditional Third-Party Transportation Providers only. This excludes service providers, group-home providers, and public transportation providers. The quarterly report cards are used as a check-in between OCHN

and the transportation providers to ensure transparency in compliance and allows for OCHN to assist with tackling barriers early/before the transportation yearly audit.

Q: Will Third-Party Transportation Companies be audited separately from the Service Providers?

A: Yes, Third-Party Transportation providers will have a separate audit process from Service Providers. More information to come later this fiscal year (FY2026).

Rates:

Q: What are the new rates for primary transportation?

A: OCHN's transportation codes and rates can be found on OCHN's Transportation Website under the resource section. The document is [FY26-Transportation-OCHN-Codes-and-Units-Reference-Guide](#) .

Q: Specialized residential Providers - How will transportation for services be billed?

A: Transportation for H2016 services cannot be paid through mileage or on a per trip basis, per Medicaid requirements. H2016 related transportation services are reimbursable only through the per diem H2016 rate. However, SRS Providers can submit claims for reimbursement for H2014, H2023, and H2025 transportation services on a per trip basis if authorized.

Billing/Claims:

Q: What is the estimated time frame for billing and payment?

A: Payment will be issued within two weeks of claims adjudication.

Q: Can we combine billing into one month for each client?

A: No, claims must reflect each day of service per individual. Transportation cannot be billed as a lump sum at the end of the month.

Q: If we transport a resident once in the morning, and again in the afternoon, can we submit one claim for the whole day, with the total miles for all trips?

A: Yes, you can combine the trips and bill on one claim. All claims must go through ODIN.

Q: If we submit a claim and realize we need to make a correction, how do we request to have the claim returned to us so we can edit?

A: The provider should go to the Provider Extranet and fill out the ODIN Reconsideration Request Form. For additional assistance, email the claims team at claims@oaklandchn.org.

Q: If I have 5 residents going to an activity, can I bill mileage for each resident?

A: Yes, Medicaid is billed per person. If the five individuals in the car travel 10 miles to a Community Living Supports activity, then billing should be done per individual, each receiving 10 miles (units) of service for that outing. (i.e. In total the provider would bill 50 miles for that trip).

Q: Can a transportation claim be submitted without a service claim for the same day?

A: No, the transportation claim needs to be dated on the same-day of service as the service claim as transportation is not a standalone. OCHN does audit this data to ensure accuracy.

OCHN understands that there may be barriers for transportation providers who do not see the service authorization nor bill for the service. Transportation providers should continue to keep track of routes utilizing the appropriate transportation logs and work with the Support Coordinator and Service Providers to ensure accurate billing.