



# QRTips

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## Billing for transportation of a client

Recent audits resulted in recoupments on claims where Medi-Cal was billed for travel time.

Keep in mind there is a difference between transportation and travel time.

In general, transporting of a client is never billable to Medi-Cal. The Department of Health Care Services' (DHCS) position is that **interventions and services do not occur while driving.**

In the rare instances when a billable service/intervention is done while transporting a consumer there **must be clear and specific documentation of medical necessity for this service** in the client plan in order to claim this activity. (For example: the patient is highly anxious or agoraphobic and staff intervention is needed during transportation in order to get them from point A to point B). In other words, the client's impairments must be directly related to traveling in some form.

**If transporting and providing a service,** strive to separate out transportation time to claim **ONLY** for the direct treatment activity. Otherwise the entire claim is subject to recoupment

### Non-billable Service Time

The case in which a clinician would use NON-BILLABLE SERVICE time to document the transporting of a client, would be when the clinician did not provide any intervention/billable service at all with the client. The clinician's time to and from the location while the clinician was alone would be non-billable travel time, and the time with the client in the car would be non-billable service time (since transporting is the activity that is being reported).