

PROVIDER ALTERNATE ADDRESSES MUST BE ENROLLED IN ORDER TO USE MEDICAL TRANSPORTATION PROGRAM (MTP)

Beginning April 2017, providers must enroll all addresses where services are provided in order to use MTP.

Medicaid enrolled providers must have all service locations reflected in their enrollment record prior to MTP authorizing transportation for a client to the provider location.

If a provider location is not reflected in the provider's enrollment record, providers may submit a Provider Information Change (PIC) Form to TMHP to add alternate addresses to an existing enrollment. TMHP will contact the provider if any additional information is needed to complete the request.

If the provider indicates they are enrolled and have enrolled the alternate address at TMHP, MTP can request TMHP to research and TMHP will notify MTP that the alternate address is on file. MTP can then authorize the service.

QUESTIONS?

Contact Sendero Health Plans Network Management at 1-855-895-0475 or Providers@senderohealth.com for assistance.