



March 2021

Non-Emergent Medical Transportation Ambulance Claims Update

Beginning with dates of service on or after April 1, 2021, all non-emergent medical transportation (NEMT) ambulance claims will be accepted, adjudicated, and disbursed through Evolent Health. First Transit will no longer process NEMT ambulance claims. First Transit will continue to provide claims processing for other forms of NEMT claims, including Medi-Car, taxi, etc. First Transit will continue to provide NEMT ambulance sourcing for members.

Claims with Dates of Service prior to 4/1/2021:

	EMERGENT CLAIMS	NON-EMERGENT CLAIMS
Paper Claims	CountyCare Health Plan P.O. Box 211592 Eagan, MN 55121-2892	CountyCare c/o First Transit 799 Roosevelt Rd. Bldg 4, Ste 200 Glen Ellyn, IL 60137 Fax: 630-873-1450
Electronic Claims	PAYOR ID 06541	Electronic claims can be submitted via the <u>Kinetik provider portal</u> .*

Claims with Dates of Service on or after 4/1/2021:

	EMERGENT CLAIMS & NON-EMERGENT AMBULANCE CLAIMS	NON-EMERGENT NON-AMBULANCE CLAIMS
Paper Claims	CountyCare Health Plan P.O. Box 211592 Eagan, MN 55121-2892	CountyCare c/o First Transit 799 Roosevelt Rd. Bldg 4, Ste 200 Glen Ellyn, IL 60137 Fax: 630-873-1450
Electronic Claims	PAYOR ID 06541	Electronic claims can be submitted via the <u>Kinetik provider portal</u> .*

*Additional educational materials can be found on the Kinetik website.

Note: If claims are submitted to the incorrect address, the claim will be denied.

For additional billing guidance, please refer to the 'Transportation Billing Guidelines for Claim Submission, Processing, and Payment' document.

Questions and Communications:

For general questions, please contact CountyCare Provider Services at (312) 864-8200, ProviderServices@countycare.com or your assigned Provider Relations Representative.