



1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

2/2/2026

Dear Participating Nursing Facility,

All **Community HealthChoices (CHC) Participants** have access to emergency and non-emergency medical transportation:

- **Emergency transportation:** Provided by ambulance for emergency medical conditions.
- **Non-emergency transportation:** Used for trips to and from medical facilities, physician or dentist offices, hospitals, clinics, pharmacies, or medical equipment vendors.

Under the CHC Program, **nursing facilities are responsible for providing non-emergency transportation for residents**. For PA Health & Wellness (PHW) CHC Participants living in a participating nursing facility, these services **are not reimbursed separately**. They are included in the contracted **per-diem rate**, as outlined in **55 Pa. Code §1187.51** and the PHW Participating Provider Contract Skilled Nursing Facility Compensation Schedule. This schedule lists routine covered services, including “non-emergency transportation,” as part of the per-diem rate.

Facilities receiving a per-diem rate for a PHW CHC resident are financially responsible for all services covered by this per-diem rate, including non-emergency transportation, and all costs associated with these services. Nursing facilities may purchase this service through:

- Using their own vehicles
- Contracting with an outside vendor
- Paying per trip

If an outside vendor or ambulance company provides the non-emergency transportation, **the nursing facility must pay for the service**. Ambulance companies **cannot bill the CHC-MCO directly** for non-emergency trips, the nursing facility must pay the ambulance company for these services.

For more details, please refer to PA DHS Medical Assistance Bulletin 26-10-01, “Payment for Non-Emergency Transportation Services” for additional information:

https://www.pa.gov/content/dam/copapwp-pagov/en/dhs/documents/docs/publications/documents/forms-and-pubs-omap/d_006376.pdf.



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Thank you for your ongoing partnership. If you have questions, please contact Provider Services at 1-844- 626-6813 or Provider Relations at phwproviderrelations@pahealthwellness.com.

Sincerely,
PA Health & Wellness