



1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

2/2/2026

We're sharing important reminders for ambulance companies serving Community HealthChoices (CHC) Medicaid Participants in Pennsylvania.

What is CHC?

Community HealthChoices (CHC) is Pennsylvania's Medicaid program for people age 21 and older who:

- Have both Medicare and Medicaid coverage (called "dual-eligible"), or
- Need long-term care like that provided by a Nursing Facility.

CHC helps qualified Participants get care at home or in a Nursing Facility. PA Health & Wellness (PHW) manages Medicaid benefits for thousands of CHC Participants across Pennsylvania in Nursing Facilities.

CHC Transportation Benefit

CHC Participants have coverage for emergency and non-emergency medical transportation, including those living in nursing facilities.

- **Emergency transportation:** Ambulance service for emergency medical conditions.
- **Non-Emergency transportation:** Trips to and/or from a doctor, dentist, hospital, clinic, pharmacy, or medical equipment provider.

Important: Nursing facilities are responsible for arranging and paying for Non-Emergency Transportation for their residents.

If your ambulance company provides Non-Emergency Transportation for a CHC Participant in a Nursing Facility:

- Do **not** bill PHW directly.
- Send the bill to the Nursing Facility.

For more details, see the PA DHS Medical Assistance Bulletin 26-10-01: "Payment for Non-Emergency Transportation Services" (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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Billing Reminder

CHC is the mandatory managed care program for all dual-eligible Medicaid recipients in Pennsylvania. PHW, like all Medicaid programs, is the payer of last resort.

If a Participant has other insurance (like Medicare):

- Submit the claim to that insurance first.
- When you submit a claim with PHW, include the Explanation of Benefits (EOB), Explanation of Payment (EOP), or a rejection letter from the other insurance.

Thank you for your partnership. If you have questions, contact:

- **Provider Services:** 1-844-626-6813
- **Provider Relations:** phwproviderrelations@pahealthwellness.com

Sincerely,

PA Health & Wellness