Medical Related Transport – Quick Reference Guide

Prior to Submitting an Outpatient Transaction

1. Check member eligibility.

2. When you are sure that you have the correct member, click on "select" to add the member to the patient list.

3. Check to see if a Transportation authorization is already in place (See "To search for Transportation Transactions" below).

4. Have your provider NPI number.

5. Have the servicing providers' NPIs, which you can find via the Office Management/Provider Directory.

6. Have the diagnosis code(s) and procedure code (both are required), which you can pre-select from the Office Management/Code Lookup.

To Submit a Medical Related Transportation Transaction

1. Select Transportation from the New Request drop down list tab.

2. Complete the required fields indicated with a red asterisk *.

3. Complete the contact name and contact info and any additional optional field.

4. Click on "Submit." The response will be returned to you directly and display the status approved, denied, pended (for review).

5. To print a copy of the response for your records, use the Print link.

To Search for Medically Related Transportation Transactions

1. In Patient Management, select the member from the patient list.

2. Click on the Authorizations & Notifications link to access the "Search Request" screen that will display a list of the member's referral, authorization & notification transactions.

3. Click on the view link to access the detail of an existing record.

4. If no record exists for the service in question, click on New Request to enter a new transaction.

Helpful Hints

1. * Indicates required field.

2. To advance from field to field, use the TAB key instead of using your mouse.

3. To move the cursor back a field, use the SHIFT + TAB keys together.

4. Current Procedural Codes (CPT) surgical codes are 5-digit procedure codes that range from 10000-69999.

5. On approved acute care hospital transaction, the end date and # of units approved do not display.

Troubleshooting Problems

1. If you receive an error message and need to correct data in one or more fields, click the back arrow or use the breadcrumb links at the top of the submission page to correct the mistake(s) and resubmit the request.

2. If you receive the message, "Your request has not been returned from the server. You will receive a communiqué shortly, click your browser "Back" button to resubmit the request.

3. If you have not used HPHConnect for 15 minutes, you will need to log in again before you can create a new admission transaction.

For more information, visit **hphcproviders.healthtrioconnect.com**

The Patient — Search by name or ID. As you type the patient's name, a list of options will auto populate.

Diagnosis — Search diagnosis by code or by name. You may enter up to 12 search terms. Be sure to include the decimal point if the ICD-10 code requires one.

Requesting Provider — Any Harvard Pilgrim contracted provider may submit the Transportation transaction.

Contact Name and **Contact Info** — Enter contact name and contact number in the two corresponding fields.

Servicing Provider — If you know the correct name or NPI enter it. If not, click on additional search options magnifying glass.

Service — Select from the menu: Med Related Transport.

Service Units — Enter "Service Requested Unit."

Start and End Dates — Enter both the Start Date and End Date of service.

Transport Code — Select from the drop down.

Transport Reason — Select from the drop down.

The **Round-Trip** Purpose Description is required only when Ambulance Transport Code Round Trip is selected.

Enter the **Trip Origin Address** and **Trip Destination Address** (optional).

Procedure Code — A procedure code is needed for transportation services. Enter the CPT code or name of the procedure.

Release of Information — Select "Signed Statement/Claims.

Remarks (optional) — This is a message board to communicate information between the PCP, Specialist and Harvard Pilgrim.

Clinical Documentation — Clinical notes/reports can be attached here if you have them (optional). File size cannnot exceed 45 MB.

Click on Submit **to send** the request.

Referral & Authorizations / Search Requests

Admission Submission

Patient

*Search Current Patients

| Select a patient | 🔍 |

Diagnosis

*Search and select a diagnosis

| | 🔍 |

Requesting Provider

*Requesting Provider	Contact Name	Contact Info
🔍		Phone ▾

Servicing Providers

*Servicing Providers	Contact Name	Contact Info
🔍		Phone ▾

Service Details

*Service

| Med Related Transport ✕ ▾ |

*Service Units	*Start Date	*End Date
Units ▾	01/26/2026 📅	04/26/2026 📅
*Transport Code	*Transport Reason	Round Trip Purpose Description
Select... ▾	Select... ▾	Characters remaining: 55 / 55

*Trip Origin Address	*Trip Destination Address
Characters remaining: 55 / 55	Characters remaining: 55 / 55

Requested Procedures

*Procedure Code

| | 🔍 |

Additional Information

*Release of Information	Remarks
Signed statement/claims ✕ ▾	Characters remaining: 225 / 225

Clinical Documentation

+ ADD ATTACHMENT

SUBMIT   **LOAD**   **SAVE**