IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2025119 AUGUST 19, 2025

IHCP announces updates to transportation billing guidelines

The Indiana Health Coverage Programs (IHCP) is announcing updates to the billing guidelines for transportation services. Effective immediately, transportation providers should use the XE modifier to report multiple trips on a claim for a member on a single date of service (DOS). The presence of the XE modifier on the additional claim details will indicate that those details qualify as separately reimbursable trips.

Managed care entities (MCEs) must reprocess any claims for DOS on or after **Jan. 1, 2025**, that denied payment when the XE modifier was used to indicate multiple trips for a member on a single DOS. MCEs should reprocess any affected claims no later than Oct. 19, 2025.

Transportation providers that used the 76 modifier and received denials for those details can resubmit a new claim using the XE modifier. For any claims that are outside the timely filing limit, the claims must be submitted within 90 days from the date of this publication and include a copy of this bulletin (first page only) to satisfy timely filing requirements.

Transportation claims billed as fee-for-service (FFS) with the XE modifier were processed correctly and are not affected by this **updated guidance**.

Modifier XE usage for transportation claims

The XE modifier is an *informational only* modifier that indicates that the detail is a separate encounter from another claim detail for the same DOS. On a transportation claim, modifier XE identifies the detail as an additional trip for the member on the same DOS as an earlier detail that has no XE modifier.

Example 1: A transportation provider picks up the member from home and delivers them to their destination. The provider leaves and returns to pick up the member from the first destination and take them to another appointment. The provider again leaves and returns later to pick up the member and transport them home. In this scenario, the provider will submit a claim with the first trip on detail 1, the second trip on detail 2 with the XE modifier, and the third trip on detail 3 with the XE modifier. All three details should be reimbursed, because the XE modifier indicates that details 2 and 3 are additional trips.

Example 2: Emergency Medical Services (EMS) responds to a call for an individual on the street and transports the individual to the hospital. The hospital treats the patient and releases them. Three hours later, EMS responds to a call for the same individual. The hospital treats and releases the individual again. The transportation provider will submit a claim with the first trip on detail 1 and the second trip on detail 2 with the XE modifier. Both details will be reimbursed.

The use of modifier 76 is not appropriate for transportation claims. Modifier 76 is used to indicate a repeat procedure by the same physician or other healthcare professional. The XE modifier is more appropriate for transportation claims because it simply indicates a separate encounter. Effective immediately, transportation providers should stop using modifier 76 for claims where the provider has transported a member multiple times on the same DOS, and should instead use modifier XE on claim details for these additional trips.

The XE modifier **should not** be used to bill separate legs of a trip when the provider has waited for the member in between destinations. It is considered a single trip if the transportation provider stays and waits for the member. Providers should follow the guidance in the *Transportation Services* provider reference module when billing for such trips (including the wait time, if applicable).

QUESTIONS?

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