



Did you know that Mercy Care offers Bus/Light rail passes for members living in the Phoenix Metropolitan area?

Mercy Care recognizes that transportation needs vary across members and situations. While bus/light rail passes may offer a cost-effective and accessible option, we understand that they may not be suitable in all cases. We encourage providers to consider public transportation passes when appropriate, based on the member’s individual circumstances and needs. This approach supports resource stewardship while maintaining access to necessary services.

Why Bus/Light rail passes matter

Access to transportation is essential for health, independence, and quality of life. A bus pass can:

- **Empower** members to manage their own schedules and care
- **Promote independence** by reducing reliance on others
- **Support mobility** and access to community resources
- **Advance health equity** by removing transportation barriers
- **Improve outcomes** through cost-effective, consistent access to care

Things to considered when reviewing bus/light rail option

When evaluating the use of bus/light rail passes, providers should consider:

- Proximity of the member and service provider to transit stops
- Alignment of public transit schedules with appointment times
- Member’s ability to travel independently
- Member preference

To get a better idea of transportation costs, please review the table below.

Number of Trips	Taxi Trip Average	Bus/Light Rail Trip	Reduced Bus/Light Rail
1	\$26.00	\$2.00	\$1.00
2	\$56.00	7-day pass \$20.00	7-day pass \$10.00
3 and over	\$78.00	7-day pass \$20.00 Monthly pass \$64.00	7-day pass \$10.00 Monthly pass \$32.00

Source: <https://www.valleymetro.org/fares/pricing>

A member using taxi transportation 2-3 times in a month could easily use a 7-day or a monthly bus/light rail pass depending on frequency of medical appointments. **Valley Metro Rail offers 35 miles of light rail service across Phoenix, Tempe, and Mesa, with 49 stations (can remove this line if not enough room).** Members can ride the bus and light rail with the same pass.

How to obtain bus pass

1. **Non-RBHA members in Maricopa County** - Member or provider can call Customer Service at **1-800-624-3879** during normal business hours 7 a.m. to 6 p.m., Monday-Friday. Mercy Care offers a 1-day bus pass or 31-day bus pass with at least a 7-day notice since the pass is mailed directly to the member.
2. **RBHA members** - Your agency is responsible for purchasing the bus/light rail pass and Mercy Care will reimburse the cost through the claim submission process.

Billing guidance

Providers must verify fare pricing before billing. Mercy Care reimburses **up to the local monthly maximum.**

- Providers qualifying for the social service fare program will be reimbursed at the reduced rate; for-profit providers will receive the full fare rate.
- See *Pricing | Valley Metro*:
<https://www.valleymetro.org/fares/pricing>
- Use **A0110** for bus/light rail pass billing.
- **Bill monthly** only, using **1 unit** regardless of pass type (single ride, 7-day, or monthly). Charges must not exceed the cost of a monthly pass.
- Timely filing requirements apply.

Billing example #1:

Member rides the bus/light rail 3 times in a month using single-ride tickets. Bill 1 unit for the month.

Billing example #2:

Member uses a 7-day pass once during the month. Bill 1 unit for the month.

Billing example #3:

Member has a monthly bus/light rail pass. Bill 1 unit for the month.

Documentation requirements

Mercy Care RBHA will monitor bus and light rail pass billing to ensure that the units and billed charges are appropriate. This information is not required for claims submission but must be maintained in the provider's files. It may be requested during a standard audit.

Documentation:

1. Completed *Public Transportation Pass Form*: **https://www.azahcccs.gov/PlansProviders/Downloads/FFSProviderManual/FFSChap_14TransportationExhibit4.pdf**
2. Copy of the issued pass.
3. Itemized receipt showing cost.
4. Documentation of medical necessity and lack of other transportation options.

For questions, contact **mcprovidereducation@mercycareaz.org**.