



Rate Reform FAQs about Transportation Services

Q1. For Transportation Company (875), the original rate study recommendation involved a per person, per trip rate. The final rate model billing is calculated by vehicle miles.

Why was it changed?

A1. The decision to use a per mile rate was made in response to feedback from the community (see, for example, public comment [here](#)), as well as meetings with providers and regional center staff. This methodology will continue to be monitored during the implementation phase.

All authorizations will be based on the vehicle type and size, rather than by the individual. For example, vehicles that have been modified to serve individuals who are non-ambulatory (regardless of the ambulatory status of all of the riders) will receive the non-ambulatory rate and small vehicles will receive the small vehicle rate.

Q2: For Transportation Company (875), what are the cost components included in the transportation-related billing rate?

A2. The mileage rate is inclusive of transportation-related costs, including staff time, vehicle related acquisitions, and operating costs (e.g., fuel, maintenance, etc.).

Q3. For Transportation Company, (875), how are rates calculated?

A3. All authorizations will be based on the vehicle type, rather than by the individual. For example, vehicles that have been modified to serve individuals who are non-ambulatory (regardless of the ambulatory status of all of the riders) will receive the non-ambulatory rate and small vehicles will receive the small vehicle rate. Vehicles that accommodate individuals that are non-ambulatory are typically equipped with wheelchair lifts and/or stretchers and spacious interiors for comfort. They will have some combination of a wide entry door, a ramp, or a low step.

Q4. Where can I find the 2025 rates for Transportation Company (875)?

A4. Between January 1, 2025 through September 30, 2025, regional centers will use the current [posted rates](#). Beginning October 1, 2025, regional centers will use updated rates and rate models (to be posted in the same location). Information about these updated rates and changes to the rate models can be found ([here](#)), in the Transportation Company training dated August 12, 2025.

Q5. What were the changes to the updated rate model assumptions (to start in October 2025) Transportation Company (875)?

A5. Rates were increased based on survey results related to the driver wages assumptions for

small vehicles, vehicle operating costs, and lower vehicle miles.

Q6. The updates to the Transportation Company (875) rate models do not appear to address time lost in highly congested areas. What is the Department’s plan to address this issue?

A6. Between October and December of 2025, the Department will review data regarding the impact of driving in highly congested areas. This data review may inform future changes to the rate.

Q7. Which Transportation Company (875) providers qualify for retroactive payments and what is the methodology?

A7. Providers that are receiving rates less than the rate effective January 1, 2025, will receive retroactive payments. Providers will use documented miles for each vehicle type using the methodology found in [D-2024-Rate Reform-006 REV Transportation Services](#).

Q8. Why are retroactive payments calculated using only one rate?

A8. The decision to use only one rate for all vehicle types (combined) was based on information that some providers may not have been collecting miles per vehicle type prior to January 1, 2025.

Q9. Will hold harmless still apply to Transportation Company (875) service providers?

A9. Providers who are above the current or new benchmark rate per vehicle type, will be held harmless through February 28, 2026, noting that some vehicle types may be in hold harmless status while others may not. Providers should work with their regional center to complete a calculation to determine whether they are over the benchmark rate by collecting total vehicle miles across all vehicle types for three representative months and dividing the total purchase of service (POS) for the same three-month period by total vehicle miles.

Q10. As individuals accessing Transportation Company (875) services sometimes ride on different vehicles, how is this accounted for with authorizations for service?

A10. Individuals are designated a primary vehicle type that corresponds to subcodes identified in [D-2024-Rate Reform-006 REV Attachment B Transportation Services Subcodes](#) but may have authorizations for other vehicles. Individualized program plans will only authorize the “transportation to (location) and from (location)” rather than specifying vehicle types to allow for adjustments due to changes in routes. Transportation providers will record attendance per vehicle type.

Q11. For Transportation Company (875) providers sharing routes across regional centers, what is the definition of a shared route and how does a shared route impact billing?

A11. A shared route is a route in which individuals from different regional centers ride in the same vehicle on the same route. The Department has released a workbook to regional centers that calculates the percentage of a route that is shared across all regional centers.

Q12. What is the Transportation Company (875) provider’s responsibilities for completing the billing process?

A12. Providers will: 1. Collaborate with regional centers when determining the primary vehicle

type, 2. Track odometer mileage (minus non business-related miles: lunch, non-client routes, etc.) for each type of the six vehicle types or any variation they operate, 3. Bill the total number of miles for each vehicle type, 4. Maintain adequate documentation of their actual route logs detailing passengers' designations and odometer readings for audit or review purposes. All routes must meet the needs of individuals served and are subject to approval and review by the regional center.

Providers will bill a contract authorization for each vehicle type for the total mileage by vehicle type, regardless of the number of vehicles in that rate type. For example, if three vehicles under the "small" category travel a total of 100,000 miles in a month, the provider will bill one authorization for the small vehicle rate at 100,000 miles. Providers will claim attendance against the zero authorization and will need to track attendance.

Q13: Can individuals with different ambulatory needs ride in the same vehicle?

A13: Rates and subcodes have been established for three different vehicle sizes and non-ambulatory accommodations. Individuals who are ambulatory may ride in a vehicle equipped to serve non-ambulatory passengers and will use the non-ambulatory vehicle subcode and rate.

Q14. What qualifies as a vehicle modified to accommodate non-ambulatory passengers?

A14. Vehicles that accommodate individuals that are non-ambulatory are typically equipped with wheelchair lifts and/or stretchers and spacious interiors for comfort. They will have some combination of a wide entry door, a ramp, or a low step.

Q15. How are vehicle sizes classified?

A15. Vehicles are classified by capacity as follows (includes the driver): small vehicles accommodate 10 or fewer individuals, medium vehicles accommodate 11– 18 individuals, and large vehicles accommodate more than 19 individuals.

Q16. How do changes to Transportation Company (875) rate models impact services provided through the Self-Determination Program?

A16. Rate reform does not impact services provided through the Self-Determination Program.

Q17. How do changes to Transportation Company (875) service providers impact parents/guardians/caregivers driving individuals?

A17. Rate reform and recent changes to Transportation Company (875) rate models do not impact individuals being driven by parents/guardians/caregivers.

Q18. What is the appropriate use of Transportation - Additional Component (service code 880)?

A18. The service is only intended to cover the transporting of individuals to and from the vendor's program and should not be used for trips that occur within the program as part of the program's services.

Q19. Are there any changes for Transportation – Assistant Services (service code 882)?

A19. There are no rate variations or billing changes for this service. If an individual requires supports while being transported, the direct care staff who accompany the individual will be billed separately under Transportation Assistant services (882).

Q20. Why are there separate rates based on the mobility status of the individual under Transportation Broker (service code 883)?

A20. The rate study recommends a different, higher rate for brokering services for individuals who are non-ambulatory because there are fewer options for these individuals, requiring more effort on the part of the broker to arrange transportation.

Q21. For Transportation Broker (service code 883), there was reference to this service as “Transportation Coordination” in previous stages of rate reform. Are these terms synonymous?

A21. Yes, during the comment process it was determined to leave the Broker service labeled “Broker” rather than changing to coordination.