

# Provider Update

## Nonemergent Ambulance Transportation Authorization

**Summary:** All nonemergent ambulance transportation (NEMT) services require precertification and medical necessity review in accordance with the Texas Medicaid Provider and Procedure Manual guidelines. All requests for NEMT need to be requested by a Medicaid-enrolled physician, nursing facility, health-care provider or facility, or physician's staff most familiar with the member's condition. Ambulance providers cannot initiate the request for NEMT.

✦ **What this means to you:** Some requests for NEMT will occur after business hours. The facility or nursing facility requesting the transport will not be able to give the ambulance provider a preauthorization number after hours. Authorizations that meet medical necessity will be authorized retrospectively if the request is received the next business day.

### **Requesting NEMT Authorization during business hours (8 a. m. - 5 p. m. Central Time):**

Requests for NEMT can be faxed, submitted via the Amerigroup\* website or called into Amerigroup via the toll-free numbers shown in the table below. All requests require clinical information to support the need for the member to be transported by nonemergent ambulance transportation.

### **Requesting NEMT Authorization after hours:**

Retrospective authorizations will be granted if transport has occurred during nonbusiness hours (5 p.m. -7:59 a.m. Central Time), on weekends, or holidays. The request can be called in or faxed the next business day to the numbers listed in the table below.

NEMT request type	Members residing in a Nursing Home (facility)	Behavioral Health (BH) facilities or to a BH provider and Individuals with Developmental Disabilities (IDD) members	All other members for discharge from facility to home or from home to a provider/facility
Urgent same day	Call: 1-866-696-0710	Call 1-800-325-0011, ext. 35933, option 2	Call 1-800-325-0011, ext. 35760
Non urgent requests	Fax request to: 1-844-206-3445	Fax request to 1-866-877-5229	Fax request to 1-866-249-1271

### **What if I need help?**

If you have questions about this communication, received this fax in error or need help with anything else, contact your local Provider Relations representative or call our Provider Services team at 1-800-454-3730.

Thank you for the quality care you provide to our members.

*\*Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.*

