

Non-emergency ambulance prior authorization update

Summary of update: Effective August 1, 2018, the *Non-emergency Ambulance Prior Authorization Request* form will be updated to reflect the content of the Texas Medicaid and Healthcare Partnership form, including a section for the HCPCS procedure code and a brief description of services. The acceptable HCPCS codes are included in the instructions section of the form. This form is used for one-time transports or recurring transports up to 60 days.

A new form will also be available for recurring transports greater than 60 days where the member has a debilitating condition of at least a 12-month duration that has been documented by the member's physician. The *Non-emergency Ambulance Exception* form must be submitted for this type of request in addition to the *Non-emergency Ambulance Prior Authorization Request* form.

What is the impact of this change?

Providers requesting non-emergency ambulance transportation must use the new request forms beginning August 1, 2018. The forms must be fully completed, and all supporting clinical documentation must be provided. Forms submitted without the required documentation cannot be processed. Be sure to check the agreement box on page 1, complete all information according to the instructions in the form, and have the form signed and dated by the requesting provider.

As a reminder, ambulance providers may coordinate the non-emergency ambulance prior authorization (PA) request between Amerigroup and the requesting provider, which may include a physician, nursing facility, health care provider or other responsible party. Ambulance providers may assist in providing necessary information such as their NPI number, fax number and business address to the requesting provider. However, the *Non-emergency Ambulance Prior Authorization Request* form must be signed, dated and submitted by the requesting provider, not the ambulance provider.

What authorization form do I use now?

Complete the *Non-emergency Ambulance Prior Authorization Request* form, located at <https://providers.amerigroup.com/TX> under *Provider Resources & Documents/Forms*. If you are submitting an exception request for recurring transport greater than 60 days, the *Non-emergency Ambulance Exception* form is also required. Fax completed forms to 1-866-249-1271. For behavioral health/intellectual development and disability services, fax to 1-866-877-5229. PA requests may also be submitted electronically at <https://www.availity.com>.

What will I receive from Amerigroup after I submit the PA request?

Amerigroup will fax a PA request response to the requesting provider and ambulance provider. The response will provide information on services fully approved, partially approved or denied. For services approved, the response will also include the authorization number. The ambulance provider must ensure that an authorization has been received prior to the Non-emergency transport.

What if I need assistance or have questions related to this change?

If you have questions about this communication or need assistance, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.