

## Non-Emergency Ambulance Transport

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For Ambulance and Hospital-Owned Ambulance Services

### Non-Emergency Ambulance Services:

- The beneficiary's attending physician must order all non-emergency, medically necessary ambulance transportation. The ambulance provider must retain all documentation supporting the nature of the service in the beneficiary's file regardless of the level of service provided.

### Medical Necessity:

- Medical necessity is established when the beneficiary's condition is such that the use of any other method of transportation is contraindicated. In cases where a mode of transportation other than an ambulance could be used without endangering the beneficiary's health, no payment may be made for ambulance services regardless of whether such other transportation is available.
- The medical care personnel in attendance, including the Emergency Medical Technician (EMT) at the scene of an emergency, determine medical necessity and appropriateness of service within the scope of accepted medical practice and Medicaid guidelines.
- Medical necessity for non-emergency transports must be substantiated with a physician's written order. Ambulance providers must maintain documentation of the medical necessity and appropriateness of service in the beneficiary's file.

### Billing Tip:

When submitting claims for non-emergency transports related to substance abuse or mental health treatment, enter in the claim remarks section that the ambulance transport was to receive PIHP/CMHSP services.