

310-BB TRANSPORTATION FOR PHYSICAL AND BEHAVIORAL HEALTH SERVICES

EFFECTIVE DATE: February 22, 2023

REFERENCES: A.R.S. § 28-2515; A.A.C. R9-22-211, A.A.C. n A.A.C. R9-22-211, AMPM 310, AMPM 310-BB, AMPM 320-I, AMPM 700

PURPOSE

This policy describes requirements for coverage of transportation services for Division of Developmental Disabilities (DDD) members who are eligible for Arizona Long Term Care System (ALTCS). This policies applies to DDD's Administrative Services Subcontractors (AdSS)

DEFINITIONS

1. "Alternative Destination Partner" means an Arizona Health Care Cost Containment System (AHCCCS) registered provider, such as a Federally Qualified Healthcare Center/Rural Health Clinic (FQHC/RHC), primary care provider doctor, specialist, behavioral health center or urgent care clinic.
2. "Certificate of Necessity (CON)" means regulations that require healthcare providers to get special permission from the

government before adding or expanding healthcare services or facilities.

3. "Emergency Transportation" means ground and air ambulance services that are medically necessary to manage an emergency physical or behavioral health condition and which provide transport to the nearest appropriate facility capable of treating the individual's condition. Emergency transportation is needed when due to a sudden onset of a physical or behavioral health condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in:
 - a. Placing the member's health in serious jeopardy, or
 - b. Serious impairment of bodily functions, or
 - c. Serious dysfunction of any bodily organ or part, or
 - d. Serious physical harm to self or another individual.

4. "Emergency Triage, Treat, and Transport", "ET3" means a program designed to allow greater flexibility for ambulance providers registered with AHCCCS as Emergency Transportation

providers to address a member's health care needs following a 9-1-1 call. ET3 permits Emergency Transportation providers to transport a member to the nearest appropriate AHCCCS-registered facility, and to initiate and facilitate a members' receipt of medically necessary covered service(s) at the scene of a 9-1-1 response either in-person on the scene or via telehealth.

5. "Maternal Transport Program (MTP)"/" Newborn Intensive Care Program (NICP)" means programs that are administered by the ADHS that provide special training and education to designated staff in the care of maternity and newborn emergencies during transport to a perinatal center.

POLICY

A. EMERGENCY TRANSPORTATION

1. The AdSS shall cover Emergency Transportation in emergent situations in which ambulance transportation (specially staffed and equipped) is required to safely manage the member's condition.

2. The AdSS may cover basic life support, advanced life support, and air ambulance services are covered, depending upon the member's medical needs.
3. The AdSS shall cover emergency transportation for a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in:
 - a. Placing the member's health in serious jeopardy,
 - b. Serious impairment of bodily functions,
 - c. Serious dysfunction of any bodily organ or part, or
 - d. Serious physical harm to another person (for behavioral health conditions).
4. The AdSS shall not require prior authorization for emergency transportation.
5. The AdSS shall cover Emergency Transportation that coverage also includes the transportation of a member to a higher level of care for immediate medically necessary treatment, including when occurring after stabilization at an emergency facility.

6. The AdSS shall cover emergency medical transportation only to the nearest appropriate AHCCCS-registered facility capable of meeting the member's physical and behavioral health needs.
7. The AdSS shall cover Emergency Transportation to obtain immediate treatment for acute conditions including, but not limited to the following:
 - a. Untreated fracture or suspected fracture of spine or long bones;
 - b. Severe head injury or coma;
 - c. Serious abdominal or chest injury;
 - d. Severe hemorrhage;
 - e. Serious complications of pregnancy;
 - f. Shock, heart attack or suspected heart attack, stroke or unconsciousness;
 - g. Uncontrolled seizures; or
 - h. Condition warranting use of restraints to safely transport to medical care.

B. AIR AMBULANCE

1. Prior Authorization is not required of any non-emergent medically necessary air ambulance transport services, regardless of the miles.
2. The Division shall cover air ambulance services under the any of the following conditions:
 - a. The air ambulance transport is initiated at the request of:
 - i. Emergency response unit,
 - ii. Law enforcement official,
 - iii. Clinic or hospital medical staff member, or
 - iv. Physician or practitioner.
 - b. The point of pickup is:
 - i. Inaccessible by ground ambulance,
 - ii. There is a great distance from the nearest hospital or other provider with appropriate facilities to treat the member's condition and ground ambulance will not suffice, or
 - iii. The medical condition of the member requires

immediate intervention of emergency ambulance personnel or providers with the appropriate facilities to treat the member's condition.

3. The Division shall ensure that air ambulance companies are licensed by the Arizona Department of Health Services (ADHS) and be registered as a provider with AHCCCS.

C. EMERGENCY TRIAGE, TREAT AND TRANSPORT PROGRAM (ET3)

1. The Division shall cover the Emergency Triage, Treat, and Transport Program (ET3) when an Emergency Transportation provider responds to a "9-1-1", fire, police, or other locally established system for emergency calls.
2. The Division shall require the Emergency Transportation provider be AHCCCS-registered and have a Certificate of Necessity (CON) from ADHS; or are tribal providers who have a signed AHCCCS attestation of CON equivalency in order to transport a member to an appropriate AHCCCS-registered provider or provide treatment to the member on the scene.

3. The Division shall cover Emergency Transportation to an appropriate AHCCCS-registered provider when the emergency response team's field evaluation of the member shows the services are medically necessary but not emergent, when the following conditions are met:
 - a. Transport to an Alternative Destination Partner will meet the member's level of care more appropriately than transport to an emergency department;
 - b. The appropriate AHCCCS-registered provider is within or near the responding Emergency Transportation provider's services area;
 - c. The Emergency Transportation provider has a pre-established arrangement with the AHCCCS-registered provider located within their region; and
 - d. The Emergency Transportation provider has knowledge of the AHCCCS-registered provider's:
 - i. Hours of operation;
 - ii. Clinical Staff available;

- iii. Services provided; and
 - iv. Ability to arrange transportation for the member to return home, as needed.
4. The Division shall cover emergency treatment on the scene when:
- a. The emergency response team's evaluation of the member shows that services are medically necessary but not emergent;
 - b. The Emergency Transportation provider treats the member in accordance with the provider's scope of practice and their emergency transport service's medical direction, including the use of telehealth/telemedicine when medically indicated.

D. EMERGENCY TRANSPORTATION PROVIDER REQUIREMENTS FOR EMERGENCY TRANSPORTATION SERVICES PROVIDED TO MEMBERS LIVING ON TRIBAL LANDS

- 1. The Division shall require that, in addition to other requirements specified in this policy, Emergency Transportation providers

rendering services on tribal lands must meet the following requirements:

- a. The Division shall cover Emergency Transportation services to manage an emergency physical or behavioral health condition at the emergency scene and in transport to the nearest appropriate facility capable of meeting the member's health care needs.

E. MEDICALLY NECESSARY NON-EMERGENCY TRANSPORTATION FOR MEDICAL AND BEHAVIORAL HEALTH SERVICES

1. The Division shall cover medically necessary, Non-Emergency Transportation when furnished by Non-Emergency Transportation providers to transport the member to and from a covered physical or behavioral service. Such transportation services may also be provided by Emergency Transportation providers after assessment by the Emergency Transportation team or paramedic team that the team determines the member's condition requires medically necessary transportation. Medically necessary Non-Emergency Transportation is also referred to as

Non-Emergency Medical Transportation (NEMT).

2. The Division shall cover medically necessary Non-Emergency Transportation services under the following conditions:
 - a. The physical or behavioral health service for which the transportation is needed, is a service covered by the Division;
 - b. The member is not able to provide, secure, or pay for their own transportation, and free transportation is not available; and
 - c. The transportation is provided to and from the nearest appropriate AHCCCS-registered provider.
3. The Division shall also cover Non-Emergency Transportation services are also covered under the following circumstances:
 - a. Transport a member to obtain their Medicare Part D covered prescriptions.
4. The Division shall cover medically necessary Non-Emergency Transportation services furnished by all providers who offer transportation for members residing within the State of Arizona

limited to trips within 100 miles of the pick-up location when traveling to a pharmacy. For those members living in Maricopa and Pinal counties the travel mileage to a pharmacy is limited to 15 miles. Mileage is calculated from the pick-up location to the drop off location, one direction. Trips over 100 miles require authorization from the Division. NEMT trips for members traveling to Multi-Specialty Integrated Clinics (MSIC) or IHS/638 facilities are exempt from this limitation.

5. The Division shall cover NEMT for members residing within the State of Arizona limited to trips within 100 miles of the pick-up location when traveling to a pharmacy. For those members living in Maricopa and Pinal counties the travel mileage to a pharmacy is limited to 15 miles. Mileage is calculated from the pick-up location to the drop off location, one direction. Trips over 100 miles require authorization from the Division. NEMT trips for members traveling to Multi-Specialty Integrated Clinics (MSIC) or IHS/638 facilities are exempt from this limitation.
6. The Division shall cover non-Emergency Transportation of a

family member or caregiver without the presence of the member when provided for the purpose of carrying out medically necessary services identified in the member's service/treatment plan.

7. The Division shall covers medically necessary Non-Emergency Transportation provided by ambulance providers when:
 - a. Other methods of transportation are contraindicated, this must be documented;
 - b. The medical condition (regardless of bed confinement) of the member requires the medical treatment be provided by qualified staff in an ambulance;
 - c. For hospitalized members only:
 - i. The member must not require medical care enroute;
 - ii. Passenger occupancy must not exceed the manufacturer's specified seating occupancy;
 - iii. Members, companions, and other passengers must follow state laws regarding passenger restraints for adults and children;

- iv. Vehicle must be driven by a licensed driver, following applicable State laws;
 - v. Vehicles must be insured;
 - vi. Vehicles must be in good working order;
 - vii. Members, companions, and other passengers must be transported inside the vehicle; and
 - viii. School-based providers should follow the school-based policies in effect.
8. The Division may cover the cost of Non-Emergency Transportation, if medically necessary, provided by a non-ambulance air or equine NEMT provider only when all of the following conditions are met:
- a. The service is exclusively used to transport the member to ground accessible transportation;
 - b. The member's point of pick-up or return is inaccessible by ground transport; and
 - c. Ground transport is not accessible because of the nature and extent of the surrounding rural/tribal

terrain.

9. The Division shall cover Non-Emergency Transportation when medically necessary and furnished by ambulance providers when the following conditions are met:
 - a. The Division shall cover round trip air or ground transportation services if an inpatient hospitalized member travels to another facility to obtain necessary specialized diagnostic and/or therapeutic services, such as chemo, MRI, Cobalt therapy.
 - b. The Division shall cover the cost of the transportation if the services are not available in the hospital in which the member is hospitalized.
10. The Division shall ensure public transportation is available as an option to a member when it is available within the service area and NEMT services are requested and is limited to AHCCCS approved services. The following shall be considered when offering public transportation:
 - a. Location of the member to a transportation stop;

- b. Location of the Provider and/or AHCCCS approved services to a transportation stop;
- c. Coordination of the member's appointment with the public transportation schedule;
- d. Ability of the member to travel alone on public transportation; or
- e. Member preference.

F. MATERNAL AND NEWBORN TRANSPORTATION

- 1. The Division shall cover medically necessary maternal and newborn transportation through the Maternal Transport Program (MTP) and the Newborn Intensive Care Program (NICP).

Signature of Chief Medical Officer: 
[Anthony Dekker \(Feb 14, 2023 15:08 MST\)](#)
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