

1 **205 GROUND AMBULANCE TRANSPORTATION REIMBURSEMENT**
2 **REQUIREMENTS FOR NON-CONTRACTED PROVIDERS**
3

4 REVISION DATE: XX/XX/XXXX

5 REVIEW DATE: 10/10/2023

6 EFFECTIVE DATE: November 6, 2019

7 REFERENCES: ~~42 C.F.R. § 414.605; 42 C.F.R. § 438.114(a); A.R.S. § 36-~~
8 ~~2239(H); A.R.S. § 36-2212; A.R.S. § 36-2204; A.R.S. § 36-2202; A.R.S. §~~
9 ~~36-2201; 9 A.A.C. R9-22-211; 22, Article 211; A.A.C. R9-25-101(18); 42~~
10 ~~C.F.R. 438.114(a), A.R.S. § 36-2202, A.R.S. § 36-2204, and A.R.S. §36-~~
11 ~~2212, 9 A.A.C. 22, A.R.S. § 36-2239(H), and AMPM-Policy 310-BB.~~

12
13 **PURPOSE**

14 **This policy establishes the Division's requirements for**

15 **reimbursement of claims for** ~~To provide~~ ground Emergency Ambulance
16 Services and non-emergency Ambulance services to Ambulance providers

17 when a contract does not exist with the Division. ~~transportation~~

18 ~~reimbursement requirements.~~ ~~It is limited to the Division of Developmental~~

19 ~~Disabilities (the Division) and ambulance or emergent care transportation~~

20 ~~providers when a contract does not exist between these entities.~~

21 **DEFINITIONS**

22
23 1. "Advanced Life Support" or ("ALS") ~~means, as defined in~~ 42

24 C.F.R. § 414.605, ~~describes either~~ ALS, level 1 (ALS1) as

25 transportation by ground Ambulance vehicle, medically

26 necessary supplies and services, and either an ALS assessment
27 by ALS personnel or provision of at least one ALS intervention;
28 or ALS~~Advanced life support~~, level 2 (ALS2) that means either
29 transportation by ground A~~ambulance~~ vehicle, medically
30 necessary supplies and services, and the administration of at
31 least three medications by intravenous push/bolus or by
32 continuous infusion, excluding crystalloid, hypotonic, isotonic,
33 and hypertonic solutions (d~~D~~extrose, n~~N~~ormal s~~S~~aline, Ringer's
34 l~~L~~actate); or transportation, medically necessary supplies and
35 services, and the provision of at least one of the following ALS
36 procedures:

- 37 a. ~~•~~ Manual defibrillation/cardioversion,
- 38 b. ~~•~~ Endotracheal intubation,
- 39 c. ~~•~~ Central venous line,
- 40 d. ~~•~~ Cardiac pacing, ~~•~~
- 41 e. Chest decompression,
- 42 f. ~~•~~ Surgical airway, or
- 43 g. ~~•~~ Intraosseous line.

- 44 2. ~~"Ambulance" means—Ambulance~~ as defined in A.R.S. § 36-
45 2201.
- 46 3. ~~"Basic Life Support" or ("BLS")— as defined by 42 § C.F.R~~
47 414.605, ~~describes BLS as means~~ transportation by ground
48 ~~A~~ ambulance vehicle that has medically necessary supplies and
49 services, plus the provision of BLS ~~A~~ ambulance services. The
50 ~~A~~ ambulance must be staffed by at least two people who meet
51 the requirements of state and local laws where the services are
52 being furnished. Also, at least one of the staff members must be
53 certified, at a minimum, as an emergency medical technician-
54 basic (EMT-Basic) by the ~~s~~State of local authority where the
55 services are furnished and be legally authorized to operation all
56 lifesaving and life-sustaining equipment on board the vehicle.
- 57 4. ~~"Emergency Ambulance Services" means—Emergency~~
58 ~~ambulance services are~~ as described in ~~9~~A.A.C. ~~R9-22-211,~~
59 ~~A.A.C. Title 9 Chapter 25, 42 C.F.R. § 410.40, and 42 § C.F.R.~~
60 ~~414.605.2, Article 211.~~

- 61 5. “Emergency Ambulance Transportation” ~~means~~ ~~Ground or air~~
62 ~~A~~ ambulance services that are ~~required medically necessary~~ to
63 manage an ~~Emergency~~ ~~Medical physical or behavioral health~~
64 ~~Condition~~ ~~of a Member~~ and ~~to which~~ provide transport to the
65 nearest appropriate facility capable of treating the ~~DDD~~
66 ~~Member’s~~ condition.
- 67 6. “Emergency Medical Care Technician” ~~or “EMCT”~~ ~~means~~ ~~A~~
68 defined in A.A.C. R9-25-101(18).
- 69 7. “Emergency Medical Condition” ~~means an illness, injury, or~~
70 ~~impairment~~ ~~A medical condition~~ manifesting itself by acute
71 symptoms of sufficient severity, ~~(including severe pain,~~ such
72 that a prudent layperson who possesses an average knowledge
73 of health and medicine could reasonably expect the absence of
74 immediate medical attention to result in:
- 75 a.) ~~P~~ placing the patient’s health ~~(or, with respect to a~~
76 pregnant woman, the health of the woman or her unborn
77 child~~)~~ in serious jeopardy;~~;~~
- 78 ~~b.)~~ ~~S~~ serious impairment to bodily functions;~~;~~ or

79 c.) ~~___~~ Serious dysfunction of any bodily organ or part. ~~[42 CFR~~
80 ~~438.114(a)]~~.

81 8. "Emergency Medical Services" means ~~—C~~covered inpatient and
82 outpatient services provided after the sudden onset of an
83 Emergency Medical eCondition ~~that as defined above. These~~
84 ~~services~~ must be furnished by a qualified provider and must be
85 necessary to evaluate or stabilize the Emergency Medical
86 Condition ~~[42 CFR 43 8.114(a)]~~.

87 9. "Member" means the same as "client" as defined in A.R.S. § 36-
88 551.

89 **POLICY**

90 **A. GENERAL -REQUIREMENTS**

91 1. The Division shall, for Ambulance providers that have fees
92 established by the Arizona Department of Health Services
93 (ADHS) and no contract exists with the Ambulance
94 provider:

95 a. Reimburse Ambulance providers that have fees
96 established by the Arizona Department of Health Services
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98 ~~(ADHS) are reimbursed by the Division at~~ a percentage,
99 ~~as~~ prescribed by law, of the Ambulance provider's ADHS-
100 approved fees for covered services; ~~and~~.
101 b. Use the These rates ~~from are contained in~~ the AHCCCS
102 Capped Fee for Service (FFS) Fee Schedule for Certificate
103 of Necessity Providers ~~and will be used by the Division~~ for
104 reimbursement. ~~when no contract exists with the provider.~~
105 2. The Division shall use the AHCCCS Capped FFS Fee Schedule for
106 Ambulance transportation for reimbursement for:
107 a. Ambulance providers whose fees are not established by
108 ADHS; and
109 a.b. Ambulance providers who have no contract with the
110 Division. For Ambulance providers, whose fees are not
111 established by ADHS, and no contract exists with the
112 provider, the AHCCCS Capped FFS Fee Schedule is for
113 Ground Transportation will be used by the Division.

114 **B. REIMBURSEMENT CRITERIA FOR GROUND EMERGENCY GROUND**
115 **AMBULANCE SERVICE CLAIMS ARE SUBJECT TO MEDICAL**
116 **REVIEW**

117
118 **1. The Division shall require the Ambulance provider to**
119 **submit ground Emergency Ambulance Services** ~~claims are~~
120 ~~submitted with~~ the following information:

121 a. Documentation of medical necessity; and

122 ~~1.~~ b. A and a copy of the trip report, with the following
123 information:

124 i. Medical condition;

125 ii. Signs;

126 iii. Symptoms;

127 iv. Procedures; and

128 ~~a.~~ v. Treatment;

129 vi. Transportation origin;

130 vii. Destination; and

131 ~~b.~~ viii. Mileage in (statute miles);

132 ~~c.~~ ix. Supplies;

- 133 ~~d.~~ x. Necessity of attendant, if applicable; and
134 ~~e.~~ xi. Name and DHS numbers of the attendants
135 providing care along with the signature of the trip
136 report author.

137 ~~Claims submitted without such documentation are subject to denial.~~

138 ~~2. The Division will process the claims within the timeframes established~~
139 ~~in 9 A.A.C. 22, Article 7. Emergency transportation ordered by the Division~~
140 ~~cannot be denied upon receipt. This claim is not subject to further medical~~
141 ~~review.~~

142 ~~**C. CRITERIA AND REIMBURSEMENT PROCESSES FOR**~~

143 ~~**ADVANCED LIFE SUPPORT (ALS) AND BASIC LIFE SUPPORT**~~
144 ~~**(BLS)**~~

145 ~~**ALS** Advanced Life Support (ALS) level~~

- 146 ~~21. The Division shall require the Ambulance provider to meet all of~~
147 ~~the following criteria. In order for Ambulance services to be in~~
148 ~~order for ground Emergency Ambulance Services claims to be~~
149 ~~reimbursable at the ALS level, all of the following criteria shall~~
150 ~~be satisfied:~~

- 151 a. The Ambulance ~~is shall be ALS ALS~~ licensed and certified in
152 accordance with A.R.S. §_36-2202, A.R.S. §_36-2204, and
153 A.R.S. §_36-2212~~;~~
- 154 b. Emergency Medical Care Technicians (EMCT~~s~~) are present
155 and EMCT services ~~and~~ procedures are medically
156 necessary, based upon the ~~M~~member's symptoms and
157 medical condition at the time of the transport~~;~~ and
- 158 c. EMCT services ~~,~~ procedures ~~,~~ and authorized treatment
159 ~~activities~~ were provided.

160 ~~Basic Life Support (BLS) level~~

161 ~~3±. The Division shall require the Ambulance provider to meet all of~~
162 ~~the following criteria in order for~~The Division shall require the ~~f~~In
163 ~~order for~~ ground Emergency Ambulance ~~S~~services ~~claims~~ to be
164 reimbursable at the BLS level~~;~~ ~~the following requirements will~~
165 ~~be met:~~

- 166 a. The Ambulance ~~is must be~~ BLS licensed and certified in
167 accordance with A.R.S. §_36-2212 and A-.A.C. R9-25-201~~;~~
- 168 b. EMCT~~s~~ are present~~;~~

169 c. EMCT services or procedures ~~are~~ medically necessary,
170 based upon the Mmember's symptoms and medical
171 condition at the time of the transport; and

172 d. ~~EMCT services, procedures, and authorized treatment~~
173 activities were provided.

174 4. The Division shall deny claims for ground Emergency Ambulance
175 Services Claims that are submitted without the required such
176 documentation listed in this Section. are subject to denial.

177 5. The Division shall processes ~~the~~ Ambulance service claims within
178 the timeframes established in 9 A.A.C. 22, Article 7. Emergency
179 transportation ordered by the Division cannot be denied upon
180 receipt. This claim is not subject to further medical review.

181 6. The Division shall not, for ground Emergency Ambulance
182 Services ordered by the Division:

183 a. Deny the emergency transportation upon receipt; and

184 b. Subject the claim to further medical review.

185 ~~C.D.~~ ~~**GROUND NON-EMERGENCY NON-EMERGENCY GROUND**~~
186 ~~**AMBULANCE SERVICE TRANSPORTATION**~~
187 ~~**REIMBURSEMENT CRITERIA PAYMENT PROVISIONS**~~

188 1. ~~The Division shall review n~~Non-emergency~~cyt~~ Ambulance
189 transportation ~~is subject to review~~ for medical necessity ~~by the~~
190 ~~Division. Medical necessity criteria is~~ based upon the medical
191 condition of the ~~M~~member.

192 2. ~~The Division shall deem N~~non-emergency~~cyt~~ ~~Ambulance~~
193 transportation ~~by Ambulance is~~ appropriate if ~~the following~~
194 ~~criteria are met:~~

- 195 a. ~~Documentation supports that other methods of~~
196 ~~transportation are contraindicated; and .-~~
- 197 b. The ~~M~~member's medical condition, regardless of bed
198 confinement, requires the medical treatment provided by
199 the qualified staff in an Ambulance.

200 3. ~~The Division shall not, for non-emergency ground Ambulance~~
201 ~~Services ordered by the Division:~~

- 202 a. ~~Deny the non-emergency transportation upon receipt; and~~

- 203 b. Subject the claim to further medical review. ~~Non-emergent~~
204 ~~transportation ordered by the Division cannot be denied~~
205 ~~upon receipt. This claim is not subject to further medical~~
206 ~~review.~~
- 207 42. At the Division's discretion, non-emergent Ambulance transport
208 The Division shall ~~may~~ not require prior authorization or
209 notification for non-emergency Ambulance transport for after-
210 hours calls in which the Division cannot be reached.
- 211 ~~. This may include after hours calls. An example is an Ambulance~~
212 ~~company which receives a call from the emergency room~~
213 ~~to transport a nursing facility member back to the facility~~
214 ~~and the Division cannot be reached.~~
- 215 5. The Division shall pay All hospital to hospital the following non-
216 emergency Ambulance transfers ~~are paid~~ at the BLS level unless
217 the transfer meets ALS criteria:
218 a. Hospital-to-hospital transfers; and
219 b. Transfers between general and specialty hospitals.

220 ~~This includes transportation between general and specialty~~
221 ~~hospitals.~~

222 63. ~~The Division shall adjust Transportation reimbursement for non-~~
223 ~~emergency ground Ambulance claims is adjusted~~ to the level of
224 the appropriate alternative transportation when:

225 a. ~~C~~ircumstances do not necessitate an Ambulance
226 transport; ~~or~~

227 b. ~~T~~he Ambulance services rendered at the time of transport are
228 deemed not medically necessary by the Division.

229 7. ~~The Division shall reimburse~~ Ambulance providers that have fees
230 established by ADHS ~~are reimbursed~~ in accordance with A.R.S. §
231 36-2239(H).

232 ~~Refer to AMPM Policy 310-BB for additional requirements for coverage of~~
233 ~~transportation.~~

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241 Signature of Chief Medical Officer:

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