



**TO: All Providers**

**RE: Non-Emergency Ground Ambulance**

Effective January 1, 2019 the Department of Social Services (DSS) will no longer require prior authorization for non-emergency ambulance transports within Connecticut. This includes border transportation providers who are routinely accessed and treated as the closest provider due to their proximity to Connecticut. All non-emergent ambulance transports to and from or within a state other than Connecticut must be authorized by the Department in advance.

Non-emergency ambulance transportation is a covered Medicaid benefit when transport by ambulance is medically necessary and the purpose of the trip is to obtain Medicaid covered services. A Medicaid member does not qualify for transport by ambulance if the member's medical condition permits transport in any type of vehicle other than an ambulance. A member does not qualify for transportation if the member could receive the covered services in his/her current location. Transportation is covered to and from the nearest healthcare provider to obtain necessary covered services.

It is the responsibility of the ambulance provider to maintain and, upon request furnish to Medicaid, complete and accurate documentation of the member's condition to demonstrate that the transport by ambulance meets the criteria for medical necessity (per Connecticut General Statue Section 17b-259b). If the documentation does not describe the member's condition in such detail to easily

conclude that the member would be at risk if transported any other way, then Medicaid may not allow payment. In addition, all payments are subject to audit by the Department of Social Services Office of Quality Assurance.

Non-emergency ambulance transport is not a separately billable service to Medicaid when transportation is included in a healthcare facility's rates.

For in state ground ambulance transportation, please contact the ambulance providers directly. For out of state non-emergency ground ambulance transportation, please continue to contact Veyo at 1-855-478-7350.