

ET3 Questions and Answers

Background

1. Question: What is the Emergency Triage, Treat, and Transport (ET3) Program?

Answer: ET3 is a program designed to reduce unnecessary transport to emergency departments.

2. Question: Does the ET3 program replace existing emergency services?

Answer: No. Individuals who have an emergency and need transport to an emergency department will continue to receive those critical services. The ET3 program is intended to give providers an opportunity to:

- Transport members to alternate destinations (e.g. urgent care center, BH provider, PCP's office)
- Treat members in place by a qualified healthcare practitioner in person (e.g. EMS personnel provide treatment at members existing location, using standing orders)
- Treat members in place/triage by qualified health care practitioner (e.g. medical triage of member via telehealth, with EMS personnel assisting as needed)

3. Question: What is the process for participation in ET3?

Answer: Any AHCCCS Registered Emergency Transportation Provider (Provider Type 06) can participate in ET3 by adhering to AHCCCS ET3 Policy and following AHCCCS billing guidelines for ET3 services. To start the registration process as a Provider Type 06, click [here](#).

Member & Provider Impact

4. Question: How does ET3 Impact Members?

Answer: Some important benefits include:

- Members will have greater control of their healthcare through availability of more options.
- Members who do not need an ED level of care currently can endure long wait times at an Emergency Room, due to being triaged as a lower priority
- Alternative destinations should result in shorter wait times prior to members receiving care
- Reducing unnecessary utilization of EDs should result in shorter wait times for persons in need of an ED level of care
- Members will have greater continuity of care and coordination of care by using their PCP or specialists as opposed to the ED

5. Question: How does ET3 Impact providers?

Answer: ET3 benefits providers by:

- Allowing EMS providers to provide treatment in place (when clinically appropriate) and reducing unnecessary transports
- Getting ambulances back in service more quickly, to more readily respond to and focus on high-acuity cases
- Allowing EMS providers to transport members to alternate destinations when a different level of care is appropriate, reducing member/provider wait times in EDs
- Freeing up EDs for patients who require that level of care
- Permitting reimbursement for triage, treat, and/or transport to an alternative site
- Providing a straightforward participation process for AHCCCS-registered emergency transport providers

Billing & Reimbursement

6. Question: How do ET3 providers bill for services?

Answer: For general guidance on billing [click here to view the FFS billing manual](#). Specific billing information on ET3 will be available soon.

7. Question: What are the reimbursement rates?

Answer: For AHCCCS Fee-For-Service members, BLS, ALS, and Treatment in Place rates apply. For more information, please check the [Fee-For-Service Rates page](#). AHCCCS managed care organizations may have different contracted rates. Providers should contact the appropriate managed care organization to inquire for their rate schedule.

8. Question: When will AHCCCS begin reimbursing qualified emergency transportation providers for ET3 services?

Answer: October 1, 2021