

1 **310-BB TRANSPORTATION**

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4
5 INITIAL

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7
8 AHCCCS covers transportation within certain limitations for all members based on
9 member age and eligibility, as specified in the Arizona Administrative Code (A.A.C.)
10 R9-22-211. Covered transportation services include:

- 11
12 1. Emergency transportation
13
14 2. Medically necessary transportation (non-emergency), and
15
16 3. Medically necessary maternal and newborn transportation.

17
18 The definitions relating to covered transportation services are as follows:

19
20 Air ambulance - Helicopter or fixed wing aircraft licensed under Arizona Department of
21 Health Services (ADHS) as mandated by Arizona Revised Statutes to be used in the event
22 of an emergency to transport members or to obtain services.

23
24 Ambulance - Motor vehicle licensed by ADHS pursuant to Arizona Revised Statutes
25 especially designed or constructed, equipped and intended to be used, maintained and
26 operated for the transportation of persons requiring ambulance services.

27
28 **Description**

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30 Emergency Transportation - Emergency ground and air ambulance services required to
31 manage an emergency medical condition of an AHCCCS member at an emergency scene

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1 and transport to the nearest appropriate facility are covered for all members. Emergency
2 transportation is needed due to a sudden onset of a medical condition manifesting itself
3 by acute symptoms of sufficient severity (including severe pain) such that the absence of
4 immediate medical attention could be expected to result in:

- 5
- 6 1. Placing the member's health in serious jeopardy
- 7
- 8 2. Serious impairment of bodily functions; or
- 9
- 10 3. Serious dysfunction of any bodily organ or part.

11 Emergency transportation may be initiated by an emergency response system call
12 "9-1-1", fire, police, or other locally established system for medical emergency calls.
13 Initiation of a designated emergency response system call by an AHCCCS member
14 automatically dispatches emergency ambulance and EMT or Paramedic team services
15 from the Fire Department. At the time of the call, emergency teams are required to
16 respond; however, when they arrive on the scene, the services required at that time (based
17 on field evaluation by the emergency team) may be determined to be:

- 18
- 19 1. Emergent
- 20
- 21 2. Nonemergent, but medically necessary, or
- 22
- 23 3. Not medically necessary.
- 24

25 Medically Necessary Transportation - AHCCCS covers medically necessary
26 transportation as specified in A.A.C. R9-22-211.

27

28 Maternal and Newborn Transportation - The maternal transport program (MTP) and the
29 newborn intensive care program (NICP) administered by the ADHS provides special
30 training and education to designated staff in the care of maternity and newborn
31 emergencies during transport to a perinatal center. The high risk transport team is

1 dispatched after consultation with the MTP or NICP perinatologist or neonatologist.

2 Only MTP or NICP Contractors may provide air transport.

3
4 **Amount, Duration and Scope**

5
6 Emergency transportation coverage is limited to those emergencies in which specially
7 staffed and equipped ambulance transportation is required to safely manage the member's
8 medical condition. Basic Life Support, Advanced Life Support, and air ambulance
9 services are covered, depending upon the member's medical needs.

10
11 Emergency medical transportation includes the transportation of a member to a higher
12 level of care for immediate medically necessary treatment, even after stabilization at an
13 emergency facility. Emergency medical transportation is covered only to the nearest
14 appropriate facility. The nearest appropriate facility for an AHCCCS fee-for-service
15 (FFS) member is the nearest hospital medically equipped to provide definitive medical
16 care. Contractor may establish preferred hospital arrangements, which must be
17 communicated with emergency services providers. If the provider transports the member
18 to the Contractor preferred hospital, the provider's claim must be honored even though
19 that hospital may not be the nearest appropriate facility. However, the provider must not
20 be penalized for taking the member to the nearest appropriate facility whether or not it is
21 the Contractor preferred facility.

22
23 Acute conditions requiring emergency transportation to obtain immediate treatment
24 include, but are not limited to the following:

- 25
26 1. Untreated fracture or suspected fracture of spine or long bones
27
28 2. Severe head injury or coma
29
30 3. Serious abdominal or chest injury
31
32 4. Severe hemorrhage

- 1
- 2 5. Serious complications of pregnancy
- 3
- 4 6. Shock, heart attack or suspected heart attack, stroke or unconsciousness
- 5
- 6 7. Uncontrolled seizures, and
- 7
- 8 8. Condition warranting use of restraints to safely transport to medical care.
- 9

10 For utilization review, the test for appropriateness of the request for emergency services
11 is whether a prudent layperson, if in a similar situation, would have requested such
12 services. (See [Chapter 100](#) for the definition of prudent layperson.) Determination of
13 whether a transport is an emergency is based on the member's medical condition at the
14 time of transport.

15
16 Refer to the section of this policy regarding medically necessary transportation furnished
17 by an ambulance provider for information related to transportation initiated by an
18 emergency response system call.

19
20 Air ambulance services are covered under the following conditions:

- 21 1. The point of pickup is inaccessible by ground ambulance
- 22
- 23 2. Great distances or other obstacles are involved in getting the member to the nearest
24 hospital with appropriate facilities; or
- 25
- 26 3. The medical condition of the member requires ambulance service and ground
27 ambulance services will not suffice.
- 28
- 29

30 Air ambulance vehicles must meet ADHS licensing requirements and requirements set
31 forth by the Federal Aviation Administration. Air ambulance companies must be
32 licensed by the ADHS and be registered as a provider with AHCCCS.

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Medically Necessary Transportation Furnished by Non-Emergency Transportation

Providers:

Non-emergency medically necessary transportation is transportation, as specified in A.A.C. R9-22-211, and furnished by providers included therein, to transport the member to and from a required medical service. Such services may also be provided by emergency transportation providers after assessment by the EMT or Paramedic team that the member's condition requires medically necessary transportation.

Medically Necessary Transportation Furnished by Ambulance Providers:

Round-trip air or ground transportation services may be covered if an inpatient member goes to another facility to obtain necessary specialized diagnostic and/or therapeutic services (such as a CT scan or cobalt therapy). Such transportation may be covered if the following requirements are met:

1. Member's condition is such that the use of any other method of transportation is contraindicated
2. Services are not available in the hospital in which the member is an inpatient
3. Member returns to the point of origin, and
4. Hospital furnishing the services is the nearest one with such facilities, or the one specified by the member's Contractor.

Transportation services to the nearest medical facility that can render appropriate services are also covered, except as provided below, if the transport was initiated through an emergency response system call and, upon examination by emergency medical personnel, the patient's condition is determined to be non-emergent but one which requires

1 medically necessary transportation. These services are covered by AHCCCS and do not
2 require prior authorization (PA).

3
4 Maternal and Newborn Transportation - AHCCCS covers emergency transports of
5 newborns to a level II or level III perinatal center from a lower level of care when a need
6 for the higher level of care is determined to be immediate and medically necessary.

7
8 Transportation to a level II or level III perinatal center for diagnostic or elective services
9 and back transports to the same or a lower level of care are not emergencies. Such
10 medically necessary transports are subject to PA requirements of AHCCCS Division of
11 Fee-for-Service Management (DFSM) or the Contractor.

12
13 **Transportation Services Provided for AHCCCS American Indian Members Who**
14 **Are Enrolled with Indian Health Service (IHS)**

15
16 Emergency Transportation Services: In addition to other requirements specified in this
17 policy, emergency transportation providers rendering services on an Indian Reservation
18 must meet the following requirements:

- 19
20 1. Tribal emergency transportation providers must be certified by the Tribe and CMS as
21 a qualified provider and registered as an AHCCCS provider
22
23 2. If non-tribal emergency transportation providers render services under a contract with
24 a Tribe either on-reservation or to and from an off-reservation location the provider
25 must be State licensed and certified, and registered as an AHCCCS provider, or
26
27 3. Non-tribal transportation providers not under contract with a Tribe must meet
28 requirements specified in this policy for emergency transport providers.

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30 As with all emergency transportation, services are covered to manage an emergency
31 medical condition at the emergency scene and in transport to the nearest appropriate
32 facility.

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Non-Emergency Medically Necessary Transportation Services to Obtain AHCCCS

Covered Medical Services

1. For AHCCCS American Indian members who reside either on-reservation or off-reservation and are enrolled with IHS (Contractor ID number 999998), transportation services are covered on a FFS basis (or if available, through 100% pass-through of Federal funds) under the following conditions:
 - a. The medical service for which the transportation is needed is ordered by a licensed physician or other licensed practitioner and is a covered AHCCCS service
 - b. The request for transportation services is prior authorized through the AHCCCS/DFSM/PA Unit when mileage is greater than 100 miles
 - c. The member is not able to provide, secure or pay for their own transportation, and free transportation is not available; and
 - d. The transportation is provided to and from either of the following locations:
 - i. The nearest appropriate IHS medical facility located either on-reservation or off-reservation (facilities that are located out-of-state are subject to AHCCCS rules regarding reimbursement for out-of-state services), or
 - ii. The nearest appropriate AHCCCS registered provider located off-reservation.

For American Indian members residing off-reservation who are enrolled with a Contractor, all non-emergency medically necessary transportation is coordinated, authorized and provided through the Contractor.

Non-Emergency Medically Necessary Transportation Services to Obtain AHCCCS

Covered Behavioral Health Services

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2 Members who are enrolled with IHS and live either on-reservation or off-reservation, and
3 are receiving behavioral health services as specified in this Chapter under Policy 310,
4 Behavioral Health Services, may receive non-emergency medically necessary on-
5 reservation transportation services as follows:

6
7 1. Non-emergency medically necessary transportation may be provided as outlined
8 above (#1 of the Section addressing transportation to obtain medical services) on a
9 FFS basis (or, if available, through 100% pass-through of Federal funds) for the
10 following members:

11
12 a. An IHS enrolled member, residing either on-reservation or off-reservation who is
13 receiving behavioral health services but is not enrolled with an ADHS designated
14 Regional Behavioral Health Authority (RBHA).

15
16 b. An IHS enrolled member who lives on-reservation but is a member of a tribe that
17 is not designated as a Tribal Behavioral Health Authority (TRBHA) through an
18 agreement with the ADHS, and who receives services at an IHS facility or
19 through an off-reservation provider; or

20
21 2. If the member is enrolled with, and receiving behavioral health services through, a
22 RBHA or TRBHA, non-emergency medically necessary on-reservation transportation
23 is coordinated, authorized and provided by the RBHA or TRBHA with
24 reimbursement through ADHS.

25
26 Non-Emergency Medically Necessary Transportation Services to Obtain Arizona Long
27 Term Care System Covered Services

28
29 All non-emergency medically necessary transportation for ALTCS FFS program
30 members considered to be residing on an Indian reservation are covered and reimbursed
31 through the AHCCCS Administration when authorized by the member's case manager.
32

1 American Indian ALTCS members considered to be residing off-reservation are enrolled
2 with an ALTCS Contractor and all non-emergency medically necessary transportation is
3 coordinated, authorized and provided through the Contractor.
4

5 Refer to [Chapter 1600](#) of this Manual for additional information regarding case
6 management authorization requirements.
7

8 Refer to [Chapter 800](#) for complete information regarding prior authorization for FFS
9 members.
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11 Refer to the AHCCCS FFS Provider Manual or the AHCCCS Billing Manual for
12 IHS/Tribal providers for billing information. These manuals are available on the
13 AHCCCS Website at www.azahcccs.gov.
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