



IHS/638 QUARTERLY FORUM

May 2, 2016



Utilization Management/Care Management Unit

AHCCCS Transportation Policy
Questions and Answers



AMPM POLICY 310 BB

Transportation

Medically Necessary Non-Emergency Transportation (NEMT) Services are Covered Under the Following Conditions:

- The medical or behavioral health service for which the transportation is needed is a covered AHCCCS service
- The member is not able to provide, secure or pay for their own transportation, and free transportation is not available, and
- The transportation is provided to and from the nearest appropriate AHCCCS registered provider

AMPM Policy 820 W Transportation Prior Authorization (PA)

- PA is required for medically necessary NEMT when the mileage is greater than 100 miles round trip. PA is not required for IHS/638 providers
- Transportation is limited to the cost of transporting the member to the nearest appropriate AHCCCS registered provider capable of meeting the member's medical needs
- Transportation must only be provided to transport the member to and from the required covered medical service

AMPM Policy 820 W Transportation Prior Authorization (PA)

- For AI members, the transportation is provided to and from either of the following locations:
 - The nearest appropriate IHS/Tribal 638 medical facility located either on-reservation or off-reservation, or
 - The nearest appropriate AHCCCS registered provider located off-reservation
- The following information may be requested by AHCCCS when PA is requested for NEMT:
 - Physician's order, including medical justification for travel outside the member's area of residence when applicable

AMPM Policy 820 W Transportation Prior Authorization (PA) Procedures

- When NEMT prior authorization is requested beyond the nearest appropriate facility or provider, medical necessity justification may be requested to ensure that AHCCCS NEMT coverage policy is being followed appropriately
- The provider ordering the covered AHCCCS service should fax the requested physician's order/medical necessity documentation directly to AHCCCS FFS
- The medical necessity documentation should be faxed using the AHCCCS FFS Prior Authorization Medical Documentation Form as the cover sheet to 602-254-2431

NEMT REGISTERED PROVIDERS

❖ <https://www.azahcccs.gov/PlansProviders/Downloads/NEMTList.pdf>

Questions?



Thank You.

