



UPDATE

Behavioral Health (BH) Non-Emergency Medical Transportation (NEMT)

December 8, 2016
HRD Room
1:30 p.m. – 2:30 p.m.



AHCCCS UPDATE

AHCCCS DFSM has transitioned to being the direct payer of all Tribal Regional Behavioral Health Authority (TRBHA) claims for covered behavioral health services effective **January 1, 2017**.

TRBHA members are part of AHCCCS' Fee For Service (FFS) population therefore TRBHA NEMT claims are subject to AHCCCS Fee For Service authorization requirements.

New Fee For Service Authorization Requirements

Effective January 1, 2017

Non IHS/638 NEMT providers transporting Tribal Regional Behavioral Health Authority (TRBHA) members, one way, round trip, and or multiple trips totaling to over 100 miles per day by the same provider must receive prior authorization (PA) for the transport.

Behavioral health transports must be to and from a covered behavioral health service.

New Fee For Service Authorization Requirements

Effective January 1, 2017

Prior Authorization requests:

1. Must be in place even if the member has a behavioral health diagnosis.
2. Must be submitted prior to, or day of service in order for the request to be considered timely.
3. Can be submitted using the AHCCCS Online web portal and or via fax.

Note: IHS/638 providers are not subject to FFS authorization requirements.

How to submit PA requests

Authorization requests should be submitted using the AHCCCS online web portal. Authorizations can be also submitted by fax. When submitting Prior Authorizations, make sure all mandatory fields on the Fee For Service (FFS) Request form have been completed. The preferred method of submission for a PA request is via the AHCCCS online web Portal.

1. AHCCCS Online portal for prior authorizations 24 hrs./7 days a week:
<https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>
2. You can FAX an authorization request to the Transportation unit at:
(602) 254-2431 24 hrs./7 days a week

How to submit PA requests

Faxed requests must include a completed Fee For Service (FFS) Authorization Request Form. Forms containing inaccurate information may be returned.

The FFS request form must be used as the FIRST (cover page) of the fax.

If the FFS request form is not included as the first page of the fax, the Transportation unit will not receive the PA request.

The FFS forms can be found at:

<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html>

If you require training, please send your requests via email to:

ProviderTrainingFFS@azahcccs.gov

If you have questions about the NEMT prior authorization process, please contact Transportation at:

602-417-4400 (option 1) or
1-800-433-0425 (outside Phoenix area)



Questions?



Thank You.

