

# EL PASO FIRST

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## Health Plans, inc.

### Memo

To: All Providers  
From: El Paso First Health Plans  
Date: January 11, 2016  
Reminder: Non-Emergency Ambulance Transportation

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Effective April 1, 2016 all STAR medically necessary non-emergency ambulance transports will require prior authorization to be submitted by a healthcare provider identified as:

- Medicaid-enrolled physician
- Nursing facility
- Health-care provider, or other responsible party (other responsible parties include staff working with a health care service provider submitting prior authorization on behalf of the provider or facility).

Non-emergency transport services include: transports to or from a scheduled medical appointment, to or from a licensed facility for treatment, or to the Member's home after discharge when the medical condition necessitates an ambulance as an appropriate means of transportation.

Ambulance providers are responsible for ensuring that a prior authorization has been obtained prior to transport; non-payment may result for services provided without a prior authorization or when the authorization request is denied. Authorization determination status (approval/denial) will be provided to both the requesting provider and to the ambulance service. **An ambulance provider may not request a prior authorization for non-emergent ambulance transports.**

Note: Facility-to-facility transports are considered emergencies if the required treatment for the emergency medical condition, as defined above, is not available at the first facility and El Paso First has not included payment for such transports in the hospital reimbursement. Emergent transportations do not require prior authorization.

For more information please contact El Paso First Health Plans, Inc. Provider Relations Department at 915-532-3778 or 1-877-532-3778 x1507.