

Don Ross, Manager
DMAP Policy and Planning Section

Authorized Signature

Number: DMAP-AR-12-003

Issue Date: 11/6/2012

Topic: [Medical Transportation Benefits](#)

Effective Date: 11/15/2012

Subject: Non-emergent ambulance service authorizations and revised DMAP 405T

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DHS and OHA staff and others identified on the SPD, CAF, AMH and DMAP transmittal lists |
| <input type="checkbox"/> County DD Program Managers | |

Action Required:

Please make sure to comply with current [Medical Transportation policy](#) as outlined below.

1. Use the revised [DMAP 405T](#) to authorize non-emergent ambulance services. For each service you authorize, you are now required to send DMAP Provider Services and the ambulance provider a copy of the DMAP 405T that authorizes the service.

Non-emergent ambulance claims will deny payment if DMAP does not have a copy of the [DMAP 405T](#) that includes the Branch staff signature and the agreed upon ride rate.

DMAP will pay for prior authorized ambulance rides at the [DMAP Fee Schedule](#) unless the DMAP 405T lists a different amount. If there are unusual circumstances and the rate was determined from bids, please enter the amount in the “Dollar Amount Authorized” box on the DMAP 405T.

When completed, send the form to DMAP Provider Services Unit by email (DMAP.providerservices@state.or.us), mail (500 Summer St. NE, E-44, Salem, OR 97301), or fax (503-945-6873).

- Include “405T” in the subject line of your fax, e-mail or hardcopy mail.
- When e-mailing, please attach a copy of the completed form so that we can see the Branch signature.

Also send a copy to the ambulance provider.

2. Do not authorize non-emergent wheelchair rides with ambulance providers.

If you have been doing this, please discontinue this practice.

- Instead, have the client or person contacting you for these rides contact the local [transportation brokerage](#) (brokerage).
- The brokerage will arrange for the least expensive, most appropriate ride for your client.

3. Use ambulance providers when medically appropriate.

DMAP considers an ambulance ride appropriate when an Emergency Medical Technician (EMT) is medically necessary for medically fragile clients requiring care or monitoring during transport, such as use of a ventilator or constant IV. (See the Medical Transportation - Air and Ground Ambulance Section of the [DMAP Worker Guide](#).)

4. DMAP cannot pay retroactively for non-emergent ambulance services.

If a client is not eligible on the date of service, the claim cannot be paid. This is true even if the client’s eligibility becomes effective on or before the date of service because they were provided retroactive eligibility.

Reason for Action:

Starting November 15, claims for non-emergent ambulance services will suspend for review. DMAP will deny payment for claims that do not have a completed DMAP 405T form. DMAP cannot ensure non-emergent ambulance services have been prior authorized without Provider Services receiving a copy of the DMAP 405T authorization.

Also, it has come to our attention that some ambulance providers are providing wheelchair van transports and billing them directly to DMAP. We are sending ambulance providers the following letter about the procedure code change, with other reminders about how to arrange for ambulance services.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this information, contact:

Contact(s):	Kristi Jacobo, DMAP Policy Analyst, 503-945-6492 Valerie Rux, DMAP Policy Analyst, 503-945-5796
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HEALTH CARE PROGRAMS
Division of Medical Assistance Programs

John A. Kitzhaber, MD, Governor

Oregon
Health
Authority

500 Summer St NE E35
Salem, OR, 97301

Voice: 503-945-5772 or 1-800-527-5772

FAX: 503-373-7689

TTY: 711

www.oregon.gov/OHA/healthplan

Date: November 6, 2012

To: Oregon ambulance providers

From: Don Ross, Manager
Policy and Planning Section, DMAP

Subject: Reminders about billing for ambulance services

Thank you for providing medical transportation for Oregon Health Plan (OHP) clients; we greatly appreciate your services. We are sending this letter to let you know that effective November 1, 2012, the Division of Medical Assistance Programs (DMAP) is closing procedure code A0130 (Non-emergency transportation: wheelchair van) for ambulance provider types, so that any claims billed to DMAP using this code will deny.

Why is this happening?

It has come to our attention that some ambulance providers are providing wheelchair van transports and billing them to DMAP using procedure code A0130. DMAP will only cover such transports when arranged through one of Oregon's [eight transportation brokerages](#).

The Medical Transportation Services Oregon Administrative Rule (OAR) 410-136-0070 - Wheelchair Car/Van Service states:

(1) The Division of Medical Assistance Programs (Division) may not make payment to a wheelchair car/van service provider for wheelchair car/van services when provided in the service area of a transportation brokerage. The Division shall reimburse the transportation broker according to the terms of its intergovernmental agreement.

What you should do?

If a Medicaid client, DHS/AAA office, hospital, medical facility or other entity contacts you to request a non-emergent wheelchair ride for an OHP client who does not need medical care or monitoring during transportation, please let them know they must make the request through the local brokerage.

Please refer to the chart on page 2 of this letter for reminders about how to arrange for other types of ambulance services.

Questions?

Thank you for your continued support of the Oregon Health Plan and the services you provide to our clients. If you have questions about OHP medical transportation policy, please contact Kristi Jacobo at 503-945-6492 or Valerie Rux at 503-945-5796.

Help us improve future announcements:

[Click here](#) to answer six survey questions about this provider announcement.

Reminders about arranging for non-emergent ambulance services

For more information, refer to the current Medical Transportation OARs and supplemental information available at <http://www.dhs.state.or.us/policy/healthplan/guides/medtrans/main.html>.

- For any services that must be authorized and arranged through a brokerage, refer requests to the brokerage. The brokerage will arrange for the least expensive, most appropriate ride.
- For services that must be authorized and arranged through the local DHS/AAA office, refer requests to the DHS/AAA office. Note: By the end of 2012, DMAP anticipates moving ambulance ride authorization and arrangements to the brokerages.

Type of service	Authorized by		Billing
	DHS/AAA Office	Brokerage	
Wheelchair Van Transports		✓	Only through brokerage.
Stretcher Transports		✓	A stretcher car ride should not be billed as a non-emergency ambulance ride. (Exception is long-distance stretcher rides, more than 2 hours where the client does not have an escort/ personal care attendant to assist with any hygiene needs.)
Non-Emergent Ambulance Rides	✓		<p>Only services authorized using the DMAP 405T form are eligible for payment.</p> <ul style="list-style-type: none"> ■ The 405T must include the DHS/AAA office staff signature or initials, and the agreed-upon ride rate. ■ DHS/AAA office staff will be responsible for sending a signed copy of the 405T to the ambulance provider and DMAP's Provider Services Unit. <p>For non-emergent ground ambulance mileage, only use procedure code S0215 (see OAR 410-136-0440).</p> <p>For rides for Medicare-Medicaid clients, bill Medicare first. Medicaid is the payer of last resort.</p> <p>For clients not eligible on the date of service, the claim cannot be paid per OAR 410-136-0300(8). This is true even if the client's eligibility becomes retroactively effective on or before the date of service.</p>
Emergency Ground Ambulance Rides	<i>(Authorization not required)</i>		For emergency ground mileage, only use procedure code A0425 (see OAR 410-136-0420).