

Clarification to CSHCN Services Program Provider Manual about Nonemergency Ambulance Transport Prior Authorizations

Information posted July 14, 2015

This is a clarification to the current *Children with Special Health Care Needs Services Program Provider Manual*, subsection 9.4.1, "Nonemergency Prior Authorizations." This section states that a physician, health-care provider, or other responsible party must obtain prior authorization for nonemergency ambulance transport and will be updated to state that a physician, health-care provider, or facility must obtain the prior authorization. The following is the complete, updated section:

A physician, health-care provider, or facility must obtain prior authorization from the TMHP/CSHCN Services Program Ambulance Department or a person authorized to act on behalf of the prior authorization department on the same day or the next business day following the day of transport when an ambulance is used to transport a client in circumstances not involving an emergency, and the request is for the authorization of the provision of transportation for only one day. If transportation occurs over the weekend or a holiday, the responsible party must obtain authorization on the following business day.

Reminder: *The ambulance provider must not assist in completing or submitting any portion of the Nonemergency Ambulance Prior Authorization Request form.*

For more information, call the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413.