

Ambulance Services Prior Authorization Appeals Criteria to Change September 1, 2015

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Effective for dates of service on or after September 1, 2015, appeal criteria for ambulance services will change for nonemergency ambulance transports under the Children with Special Health Care Needs (CSHCN) Services Program.

Providers may appeal denied prior authorizations by submitting a request for an administrative review to the CSHCN Services Program.

Providers may appeal denied payment for services, when prior authorization was not obtained before the service was provided, by submitting a request for an administrative review to the CSHCN Services Program.

Reminder: Clients and/or providers may contact the Medical Transportation Program (MTP) for assistance when nonemergent transports are not approved.

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