

Reminder: Ambulance Providers Must Submit Prior Authorization Requests in Writing

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Note: *Texas Medicaid managed care organizations (MCOs) must provide all medically necessary, Medicaid-covered services to eligible clients. Administrative procedures such as prior authorization, pre-certification, referrals, and claims/encounter data filing may differ from traditional Medicaid (fee-for-service) and from MCO to MCO. Providers should contact the client's specific MCO for details.*

The only types of ambulance transports that can receive prior authorization over the phone are hospital-to-hospital and hospital-to-outpatient medical facility transports. TMHP may still request that the hospital fax supporting documentation with phone authorizations.

Ambulance providers must submit prior authorization requests for other types of transports in writing. Ambulance providers can submit prior authorization requests by mail to the TMHP Prior Authorization department, by fax, or online through the TMHP electronic portal.

For more information about prior authorization for ambulance transports, providers can refer to the current *Texas Medicaid Provider Procedures Manual, Ambulance Handbook*, section 2.2 "Services, Benefits, Limitations, and Prior Authorization" or the current *CSHCN Services Program Provider Manual, Ambulance Handbook*, section 9.4.1 "Nonemergency Prior Authorizations."

For more information, call the TMHP Contact Center at 1-800-925-9126 or the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413.