

AMBULANCE

CSHCN SERVICES PROGRAM PROVIDER MANUAL

SEPTEMBER 2021



AMBULANCE

Table of Contents

- 9.1 Enrollment 3**
- 9.2 General Information 3**
 - 9.2.1 Origin and Destination Modifiers 4
 - 9.2.2 Place of Service 4
 - 9.2.3 Diagnosis Coding 5
 - 9.2.4 General Documentation Requirements 5
- 9.3 Emergency Ambulance Transports 6**
 - 9.3.1 Emergency Prior Authorization 6
 - 9.3.2 Levels of Service 6
 - 9.3.3 Emergency Medical Conditions 7
- 9.4 Non-Emergency Ambulance Transports 7**
 - 9.4.1 Nonemergency Prior Authorizations 8
 - 9.4.2 Nonemergency Ambulance Exception Request 10
 - 9.4.3 Documentation of Medical Necessity 10
 - 9.4.3.1 Run Sheets 11
- 9.5 Types of Transport 11**
 - 9.5.1 Multiple Client Transport 11
 - 9.5.2 Specialty Care Transport 12
 - 9.5.3 Air or Water Specialized Medical Services Vehicle Transport 12
 - 9.5.4 Out-of- Locality Transport 12
 - 9.5.5 Extra Attendant 12
 - 9.5.5.1 Extra Attendant - Emergency Ambulance Transports 13
 - 9.5.5.2 Extra Attendant - Nonemergency Ambulance Transports 13
 - 9.5.6 Oxygen 13
 - 9.5.7 Ambulance Disposable Supplies 13
 - 9.5.8 Mileage 13
 - 9.5.9 Waiting Time 14
- 9.6 Relation of Service to Time of Death 14**
- 9.7 Ambulance Transport Services That Are Not Benefits 14**
- 9.8 Claims Filing and Reimbursement 14**
 - 9.8.1 Claims Filing 14
 - 9.8.1.1 Emergency Ambulance Claims 15
 - 9.8.1.2 Non-emergency Ambulance Claims 15
 - 9.8.1.3 Billing Mileage with \$0.00 16
 - 9.8.1.4 National Correct Coding Initiative (NCCI) Guidelines 16
 - 9.8.2 Reimbursement 16
 - 9.8.2.1 One-day Payment Window Reimbursement Guidelines 16
- 9.9 TMHP-CSHCN Services Program Contact Center 16**

9.1 Enrollment

To enroll in the CSHCN Services Program, ambulance providers must be actively enrolled in Texas Medicaid, have a valid Provider Agreement with the CSHCN Services Program, have completed the CSHCN Services Program enrollment process, and comply with all applicable state laws and requirements. Providers may enroll online or download enrollment forms at www.tmhp.com.

A hospital-operated ambulance provider must enroll as an ambulance provider and submit claims using the ambulance provider identifier, not the hospital provider identifier.

Out-of-state ambulance and air ambulance providers must meet all these conditions and be located in the United States within 50 miles of the Texas state border.

Ambulance and air ambulance providers must submit a copy of their permit or license from the Department of State Health Services (DSHS).

Important: *CSHCN Services Program providers are responsible for knowing, understanding, and complying with the laws, administrative rules, and policies of the CSHCN Services Program and Texas Medicaid.*

By enrolling in the CSHCN Services Program, providers are charged not only with knowledge of the adopted CSHCN Services Program agency rules published in Title 25 Texas Administrative Code (TAC), but also with knowledge of the adopted Medicaid agency rules published in 1 TAC, Part 15, and specifically including the fraud and abuse provisions contained in Chapter 371.

CSHCN Services Program providers also are required to comply with all applicable laws, administrative rules, and policies that apply to their professions or to their facilities. Specifically, it is a violation of program rules when a provider fails to provide health-care services or items to recipients in accordance with accepted medical community standards and standards that govern occupations, as explained in 1 TAC §371.1659 for Medicaid providers, which also applies to CSHCN Services Program providers as set forth in 25 TAC §38.6(b)(1). Accordingly, CSHCN Services Program providers can be subject to sanctions for failure to deliver, at all times, health-care items and services to recipients in full accordance with all applicable licensure and certification requirements. These include, without limitation, requirements related to documentation and record maintenance, such that a CSHCN Services Program provider can be subject to sanctions for failure to create and maintain all records required by his or her profession or their facility, as well as those required by the CSHCN Services Program and Texas Medicaid.

Referto: Section 2.1, “Provider Enrollment” in Chapter 2, “Provider Enrollment and Responsibilities” for more detailed information about CSHCN Services Program provider enrollment procedures.

9.2 General Information

The CSHCN Services Program may reimburse emergency and non-emergency ambulance transports (ground, air, or specialized emergency medical services vehicle) when the client meets the definition of emergency medical condition or meets the requirements for non-emergency transport.

The following ambulance services procedure codes are a benefit of the CSHCN Services Program:

Procedure Codes									
A0382	A0398	A0420	A0422	A0424	A0425	A0426	A0427	A0428	A0429
A0430	A0431	A0433	A0434	A0435	A0436	A0999			

Procedure codes A0398, A0433, A0434 and A0999 may be reimbursed as emergency or nonemergency services.

- Claims for emergency services must be submitted with the ET modifier.

- Nonemergency services must be prior authorized.

Ground and air mileage (procedure codes A0425, A0435, and A0436) is reimbursed the lower of the billed amount or the amount allowed by Texas Medicaid.

The inpatient hospital stay benefit includes medically necessary emergency and non-emergency ambulance transportation of the client during an inpatient hospital stay.

Ambulance transport during a client’s inpatient hospital stay will not be reimbursed to the ambulance provider. One time ambulance transports that occur immediately after the client’s discharge may be considered for reimbursement.

9.2.1 Origin and Destination Modifiers

The following are the origin and destination codes accepted by the CSHCN Services Program:

Origin and Destination Code	Description
D	Diagnostic or therapeutic site, or freestanding facility (e.g., radiation therapy center) other than H or P
E	Residential, domiciliary, or custodial facility (unskilled facility)
G	Hospital-based dialysis facility (hospital or hospital-related)
H	Hospital (inpatient or outpatient)
I	Site of transfer (e.g., airport or helicopter pad) between modes of ambulance transport
J	Nonhospital-based dialysis facility
N	Skilled nursing facility
P	Physician’s office
R	Residence (client’s home or any residence)
S	Scene of accident or acute event
X	Intermediate stop at physician’s office en route to the hospital (destination code only)

All ambulance claims must include the origin and destination modifiers on each procedure code submitted. Any procedure code submitted without the origin and destination modifiers will be denied.

9.2.2 Place of Service

All claims submitted must include a Place of Service (POS) code in block 24b of the CMS-1500 paper claim form.

The POS identifies where services are performed. Indicate the POS by using the appropriate numeric code for each service listed on the claim. The following POS codes must be used:

Place of Service	Two-Digit Numeric Codes (Electronic Billers)	One-Digit Numeric Codes (Paper Billers)
Office	11, 65, 71, 72	1
Home	12	2
Inpatient hospital	21, 51, 52, 55, 56, 61	3
Outpatient hospital	22, 23, 24, 62	5
Other location	26, 34, 53, 99	9
Independent lab	81	6

Place of Service	Two-Digit Numeric Codes (Electronic Billers)	One-Digit Numeric Codes (Paper Billers)
Destination of ambulance	Indicate destination using above codes	Indicate destination using above codes

9.2.3 Diagnosis Coding

Medical necessity and coverage of ambulance transport services are not based solely on the presence of a specific diagnosis. The CSHCN Services Program reimbursement for ambulance transports may be made only for those clients whose condition at the time of transport is such that ambulance transport is medically necessary. For example, it is insufficient that a client merely has a diagnosis such as pneumonia, stroke, or fracture to justify ambulance transport. In each of those instances, the condition of the client must be such that transport by any other means is medically contraindicated. In the case of ambulance transport, the condition necessitating transport is often that an accident or injury has occurred that gives rise to a clinical suspicion that a specific condition exists (for instance, fractures may be strongly suspected based on clinical examination and history of a specific injury).

It is the requesting provider's (facility, physician, or ambulance) responsibility to supply the CSHCN Services Program contract administrator with information that describes the condition of the client that necessitated the ambulance transport. Because many ambulance personnel have only a limited ability to establish a diagnosis, the CSHCN Services Program recognizes that coding of a client's condition using International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM) diagnosis codes by ambulance transport services may be less specific than those determined by other health-care providers.

Ambulance services providers who submit ICD-10-CM diagnosis codes should choose the code that best describes the client's condition at the time of transport. When a diagnosis is not confirmed, it is better to use a symptom, finding, or injury code. Providers of ambulance services should avoid using ICD-10-CM codes to report "rule out" or "suspected" diagnoses.

When there are two responders to an emergency, the company that transports the client will be reimbursed for their services. The CSHCN Services Program does not reimburse for the return trip of an empty ambulance.

The ambulance provider does not have to submit the run sheet with the claim. This documentation may be requested upon retrospective review. A Medicare ambulance claim that has been denied must go through the appropriate Medicare claims appeal process with a decision by the administrative law judge before TMHP will process the ambulance claim.

9.2.4 General Documentation Requirements

Supporting documentation is required to be maintained by both the ambulance provider and the requesting provider, including a physician, health-care provider, or other responsible party.

An ambulance provider is required to maintain documentation that represents the client's medical conditions and other clinical information to substantiate medical necessity and the level of service and mode of transportation requested. This supporting documentation is limited to documents that are developed or maintained by the ambulance provider.

Physicians, health-care providers, or other responsible parties who request ambulance transport are required to maintain physician orders and the Non-emergency Ambulance Prior Authorization Request form in the client's medical record. Requesting providers must also maintain documentation of medical necessity for the ambulance transport.

9.3 Emergency Ambulance Transports

Emergency transports are to be to the nearest medical facility. An appropriate facility includes the equipment, personnel, and capability to provide the services necessary to support the required medical care. When an emergency transport is made to a facility other than the nearest appropriate facility and the type of transport is medically necessary, reimbursement for mileage is limited to the amount that would be reimbursed to transport to the nearest appropriate facility.

Facility-to-facility transports may be considered an emergency if the emergency treatment is not available at the first facility. All other facility-to-facility transports are considered nonemergent and prior authorization will be required.

The CSHCN Services Program coverage for emergency air ambulance transport services is limited to instances in which the client's pickup point is inaccessible by ground transport or when great distance interferes with the immediate admission to a medical treatment facility appropriate for their condition.

Claims for emergency transport services, must include the following:

- ET modifier for each procedure code.
- One or more emergency medical condition codes in the Emergency Medical Condition Code table below.

Claims for emergency ambulance transport services that are submitted without an emergency medical condition code may be appealed with documentation of medical necessity that supports the definition of an emergency medical condition.

An emergency ambulance transport that is denied will not be accepted on appeal as a nonemergency transport.

9.3.1 Emergency Prior Authorization

Emergency transports within the state of Texas do not require authorization. Transports within 50 miles of the Texas state border do not require authorization.

The inpatient hospital stay benefit includes medically necessary emergency and non-emergency ambulance transport of the client during an inpatient hospital stay. Ambulance transports during an inpatient hospital stay will not be authorized unless the transport is immediately after the client's discharge from the hospital.

Out-of-state (air, ground, and water) emergency transports require authorization. All out-of-state emergency transport requests will be reviewed by the CSHCN Services Program Medical Director.

9.3.2 Levels of Service

Ambulance services for basic life support and advanced life support are benefits of the CSHCN Services Program. The following CMS and the Texas Health and Safety Code definitions apply for basic and advanced levels of service:

- Basic life support (BLS) is emergency care that uses noninvasive medical acts, and if allowed by the licensing jurisdiction, may include the establishment of a peripheral intravenous (IV) line.
- Advanced life support, level 1 (ALS 1) is emergency care that uses invasive medical acts that include an ALS assessment or at least one ALS intervention.
- Advanced life support, level 2 (ALS 2) is emergency care that uses invasive medical acts including one of the following:
 - At least three separate administrations of one or more medications (excluding crystalloid fluids) by intravenous push/bolus or by continuous infusion

- At least one of the ALS 2 procedures: manual defibrillation/cardioversion, endotracheal intubation, central venous line, cardiac pacing, chest decompression, surgical airway, or intraosseous line.

9.3.3 Emergency Medical Conditions

An emergency is defined as a medical condition that manifests acute symptoms of sufficient severity (including severe pain) such that a prudent layperson with an average knowledge of health and medicine could reasonably expect the absence of immediate medical attention to result in one of the following:

- Placing the client’s health in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part

An emergency behavioral health condition is defined as any condition that, in the opinion of a prudent layperson with an average knowledge of health and medicine, requires immediate intervention or medical attention regardless of the nature, without which the client would present an immediate danger to themselves or others or that renders the client incapable of controlling, knowing, or understanding the consequences of their actions.

The following table includes the valid emergency medical condition codes for emergency ambulance services:

Emergency Medical Condition Codes							
B9689	B999	E869	F068	F10929	F19939	F29	G4489
G8929	H579	I469	I499	J9600	J984	M549	O2690
R002	R0602	R0603	R0689	R079	R092	R0989	R100
R109	R238	R4182	R4189	R4589	R509	R52	R55
R569	R58	R6889	R7309	S0590XA	T07XXXA	T148XXXA	T1490XA
T1491XA	T17300A	T300	T50904A	T59891A	T5994XA	T672XXXA	T675XXXA
T68XXXA	T699XXXA	T7500XA	T751XXXA	T754XXXA	T782XXXA	T7840XA	T8189XA
T82519A	T887XXXA	Y710	Y828	Z209	Z7401	Z779	Z9181
Z9981	Z9989						

9.4 Non-Emergency Ambulance Transports

Nonemergency transports are provided by an ambulance provider for a client to or from a scheduled medical appointment, to or from another licensed facility for treatment, or to the client’s home after discharge from a hospital. Nonemergency ambulance transports may be considered a benefit of CSHCN Services Program when alternate means of transport is contraindicated due to the client’s medical or mental health condition.

Note: *In this circumstance, contraindicated means that the client cannot be transported by any other means from the origin to the destination without endangering the individual’s health.*

Medical necessity must be established through prior authorization for all nonemergency ambulance transports.

Nonemergency transports of clients with conditions that do not meet medical necessity criteria are not a benefit of the CSHCN Services Program. Transports must be limited to trips in which the client not only meets the medical necessity requirements, but the transport of the client is the least costly service available.

A provider may appeal denied prior authorization requests 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.

A provider that is denied payment for rendered ambulance transport services is entitled to payment from the health-care provider or other responsible party that requested the services if:

- Payment is denied because the requesting provider did not obtain prior authorization.
- The performing provider submits a copy of the bill for which payment was denied to the health-care provider or other responsible party for payment.

Clients and/or providers may contact the Medical Transportation Program (MTP) for assistance when non-emergent transports are not approved. MTP may be contacted toll free at 1-877-633-8747 to request transportation services.

9.4.1 Nonemergency Prior Authorizations

Prior authorization will be required for all nonemergency ambulance transports, regardless of the type of transport (e.g., air or specialized emergency medical services vehicle). To obtain prior authorization, a completed [Non-emergency Ambulance Prior Authorization Request Form](#) must be submitted. The [Non-emergency Ambulance Prior Authorization Request Form](#) must not be modified (i.e., changing of the sequence). If altered in any way, the request may be denied.

The following nonemergency transports require prior authorization:

- Hospital to hospital
- Hospital to outpatient facilities
- Round-trip transport from the client's home to a scheduled medical appointment

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.

If the request is for the provision of transportation for more than one day, the prior authorization department shall require a physician, health-care provider, or other responsible party to obtain a single prior authorization before an ambulance is used to transport a client in circumstances that do not involve an emergency.

For nonemergency ambulance transportation services rendered to a client, ambulance providers may coordinate the nonemergency ambulance prior authorization request with the requesting provider, which may include a physician, nursing facility, health-care provider, or other responsible party. Ambulance providers may assist in providing necessary information, such as their National Provider Identifier (NPI) number, fax number, and business address, to the requesting provider. However, the [Non-emergency Ambulance Prior Authorization Request](#) form must be signed, dated, and submitted by the CSHCN Services Program-enrolled requesting provider, not the ambulance provider.

The following rules apply to all nonemergency transports:

- Authorization must be evaluated based on the client's medical needs and may be granted for a length of time appropriate to the client's medical condition.
- A response to a request for authorization will be made no later than 48 hours after receipt of the request.

- A request for authorization will be immediately granted and will be effective for a period of not more than 60 days from the date of issuance if the request includes a written statement from a physician that includes both of the following:
 - A statement that alternative means of transporting the client are contraindicated.
 - A submission date that is no earlier than 60 days before the requested date of service.

Authorization can be obtained by telephone at 1-800-540-0694 for hospital-to-hospital or hospital-to-outpatient-facilities transports. Telephone requests will be accepted only from the transferring facility. Hospital-to-hospital or hospital-to-outpatient-facilities transport information and prior authorization requests may also be faxed or mailed. The requesting hospital should fax or mail supporting documentation to the TMHP/CSHCN Ambulance Unit when requested, to assist in determining medical necessity. Requests may be faxed or mailed to:

Texas Medicaid & Healthcare Partnership
Ambulance Prior Authorizations
PO Box 200735
Austin, TX 78727-0735
Fax: 1-512-514-4205

The requesting provider must select from the following prior authorization periods on the [Non-emergency Ambulance Prior Authorization Request](#):

- **One-time, nonrepeating (1 day).** One-time requests are for those clients who require only a one-time transport.
 - The request must be signed and dated by a physician, physician assistant (PA), nurse practitioner (NP), clinical nurse specialist (CNS), or discharge planner with knowledge of the client's condition. Stamped signatures and dates are not accepted. Without a signature and date, the form will be considered incomplete.
- **Recurring (up to 60 days).** Prior authorization requests are reserved for recurring transports are for those clients whose transportation needs are anticipated to last as long as 60 days.
 - The request must be signed and dated by a physician, PA, NP, or CNS. Stamped signatures and dates are not accepted. Without a signature and date, the form will be considered incomplete.
 - The request must include the approximate number of visits needed for the repetitive transport (i.e. dialysis, radiation therapy).
 - If a prior authorization request has been approved and additional procedure codes are needed because the client's condition has deteriorated or the need for equipment has changed, the requesting provider must submit a new Non-emergency Ambulance Prior Authorization Request form.

The TMHP Ambulance Unit no longer issues nonemergency long-term (61-180 day) approvals effective February 15, 2013. Existing prior authorization approvals by the CSHCN Services Program are not affected by this change.

Long-term prior authorization requests submitted after February 15, 2013 are still processed; however, the approval criteria is issued for only up to 60 days if the client meets the criteria.

The prior authorization department will render a decision within 48 hours for prior authorization requests that are 60 days duration or less. If for any reason, the client's condition deteriorates or the need for equipment changes requiring additional procedure codes to be submitted for the transport after a previous prior authorization request has been approved, the requesting provider must submit a new [Non-emergency Ambulance Prior Authorization Request](#).

9.4.2 Nonemergency Ambulance Exception Request

Clients whose physician has documented a debilitating condition and require recurring trips that will extend longer than 60 days may qualify for an exception to the 60 day prior authorization request.

To request an exception, the provider must submit all the following documentation:

- A completed [Non-emergency Ambulance Exception form](#) that is signed and dated by a physician.
Note: Stamped signatures and dates are not accepted. Without a physician's signature and date, the form is considered incomplete.
- A completed [Non-emergency Ambulance Prior Authorization Request](#)
- Medical records that support the client's debilitating condition which may include, but not limited to:
 - Discharge information
 - Diagnostic images (i.e. MRI, CT, X-rays)
 - Care Plan

Note: Documentation submitted with the statement "client has a debilitating condition" is insufficient.

9.4.3 Documentation of Medical Necessity

Providers may be asked to supply additional documentation to support the client's condition. Retrospective review may be performed to ensure documentation supports the medical necessity of the transport.

Providers must document whether the client is currently an inpatient in a hospital when requesting prior authorization. Prior authorization will not be approved if the provider indicates the client is currently an inpatient in a hospital except for one time transports immediately after the client's discharge from the hospital.

The requesting provider which may include a physician, healthcare provider, or other responsible party is required to maintain the supporting documentation, physician's orders, the Non-emergency Ambulance Prior Authorization Request form and, if applicable, the Non-emergency Ambulance Exception form.

The requesting provider (i.e., physician, nursing facility, health-care provider, or other responsible party) must contact the transporting ambulance provider with the prior authorization number (PAN) and the dates of service that were approved. The transporting ambulance provider will submit claims for the nonemergency ambulance transportation services, using the approved PAN provided by the requesting provider.

Documentation supporting medical necessity must include either:

- The client is bed-confined before, during and after the trip and alternate means of transport is medically contraindicated and would endanger the client's health (i.e. injury, surgery, or use of respiratory equipment); or
- The client's functional physical and/or mental limitations that have rendered him/her bed-confined must be documented.

Note: Bed-confined is defined as a client who is unable to stand, ambulate, and sit in a chair or wheelchair.

- The client's medical or mental health condition is such that alternate means of the transport is medically contraindicated and would endanger the client's health (i.e., injury, surgery, or the use of respiratory equipment); or

- The client is a direct threat to his/her self or others requiring the use of restraints (chemical or physical) or trained medical personnel during transport for client and staff safety (i.e., suicidal)

When physical restraints are needed, documentation must include, but not limited to:

- Type of restraint
- Time frame of use of the restraint
- Client's condition

Note: The standard straps used in ambulance transport are not considered a restraint.

9.4.3.1 Run Sheets

The run sheet is used as a medical record for ambulance services and may serve as a legal document to verify the care provided, if necessary. The ambulance provider does not have to submit the run sheet with the claim.

The ambulance provider must have documentation to support the claim. Without documentation that would establish the medical necessity of a non-emergency ambulance transport, the transport may not be covered by the CSHCN Services Program.

It is the responsibility of the ambulance provider to maintain (and to furnish to the CSHCN Services Program upon request) concise and accurate documentation. The run sheet must include the client's physical assessment that explains why the client requires ambulance transportation and cannot be safely transported by an alternate mode of transport.

Coverage will not be allowed if the trip record contains an insufficient description of the client's condition at the time of transfer for the CSHCN Services Program to reasonably determine that other means of transportation are contraindicated. Coverage will not be allowed if the description of the client's condition is limited to statements and/or opinions, such as the following:

- "Patient is non-ambulatory."
- "Patient moved by drawsheet."
- "Patient could only be moved by stretcher."
- "Patient is bed-confined."
- "Patient is unable to sit, stand, or walk."

The run sheet should detail the client's condition and must be consistent with documentation found in other supporting medical record documentation (including the nonemergency prior authorization request).

Note: The ambulance provider may decline the transport if the client's medical or mental health condition does not meet the medical necessity requirements.

9.5 Types of Transport

9.5.1 Multiple Client Transport

Multiple client transports are those in which more than one client is transported in the same vehicle at the same time. Claims for CSHCN Services Program clients must be submitted with the transport procedure code and the mileage procedure code with the GM modifier that indicates multiple client transport. Claims must include the names and CSHCN Services Program numbers of other CSHCN Services Program clients who shared the transfer or must indicate "Not a CSHCN Services Program client."

Payment for multiple client transports are adjusted to 80-percent reimbursement of the allowable base rate for the transport for each claim and mileage is divided equally among the clients who share the ambulance.

9.5.2 Specialty Care Transport

Specialty care transport (SCT) is the interfacility transportation of a critically injured or ill client by a ground ambulance vehicle, including the provision of medically necessary supplies and services, at a level of service beyond the scope of the emergency medical technician (EMT) paramedic. SCT is necessary when a client's condition requires ongoing care that must be furnished by one or more health-care professionals in an appropriate specialty area, for example, emergency or critical care nursing, emergency medicine, respiratory care, cardiovascular care, or a paramedic with additional training.

9.5.3 Air or Water Specialized Medical Services Vehicle Transport

Helicopter, fixed-wing aircraft, or specialized emergency medical services vehicle ambulance transport services (procedure codes A0430, A0431, A0435, A0436, and A0999) will be reviewed by the CSHCN Services Program Medical Director and may be reimbursed if one or more of the following conditions are met:

- The client's medical condition requires immediate and rapid ambulance transport that could not have been provided by ground ambulance.
- The point of client pick-up is inaccessible by ground vehicle.
- Great distance or other obstacles are involved in transporting the client to the nearest appropriate facility.

Emergency air or specialized emergency medical services vehicle transports that do not meet the emergency air criteria, but do meet the ground criteria, will be reimbursed at the appropriate ground rate.

Prior authorization is required for all non-emergency ambulance transports, regardless of the type of transport (e.g., air or specialized emergency medical services vehicle). All ambulance transport services that include helicopter, fixed-wing aircraft, or specialized emergency medical services vehicles will be reviewed by the Medical Director. Claims for specialized emergency medical services vehicles (i.e., boat or airboat) must be submitted using procedure code A0999.

All air ambulance transports (procedure codes A0430 and A0431) must be billed with the corresponding air mileage procedure code A0435 or A0436.

9.5.4 Out-of- Locality Transport

Out-of-locality transports may be reimbursed if a local facility is not adequately equipped to treat the condition. "Out-of-locality" refers to one-way transfers of 50 or more miles from point of pickup to point of destination.

9.5.5 Extra Attendant

The use of an additional attendant must be related to extraordinary circumstances that prevent the basic crew from transporting a client safely. The extra attendant must be certified by the Department of State Health Services (DSHS) to provide emergency medical services.

Reasons an extra attendant may be required beyond the basic crew include, but are not limited to the following:

- Necessity of additional special medical equipment or treatment en route to destination (Providers must describe what special treatment and equipment is required and why it requires an attendant.)
- Client behavior that may be a danger to the client or ambulance crew or requires or may require restraints

- Extreme obesity (Providers must specify the client's weight and functional limitations.)

The CSHCN Services Program does not reimburse for an extra attendant based solely on an ambulance provider's internal policy.

The use of an extra attendant for air transport is not a benefit of the CSHCN Services Program. Reimbursement for an extra attendant (procedure code A0424) will be denied if billed with air transport (procedure codes A0430 or A0431).

9.5.5.1 Extra Attendant - Emergency Ambulance Transports

Emergency transports that use an extra attendant do not require prior authorization.

The billing provider's medical documentation must clearly indicate the services the attendant performed along with rationale for the services to indicate medical necessity of the attendant. The information that supports medical necessity must be kept in the billing provider's medical record and is subject to retrospective review.

When more than one client is transported at the same time in the same vehicle, the use of an extra attendant may be required when each client being transported requires medical attention and close monitoring.

9.5.5.2 Extra Attendant - Nonemergency Ambulance Transports

Prior authorization is required when an extra attendant is needed for any nonemergency transport. When an extra attendant is needed for subsequent transports, the prior authorization must be updated.

The requesting provider must prove medical necessity on the prior authorization request by identifying attendant services that could not be provided by the basic crew. The information that supports medical necessity must be kept in the requesting provider's medical record and is subject to retrospective review.

9.5.6 Oxygen

Reimbursement for oxygen (procedure code A0422) is limited to one procedure code per transport.

Oxygen (procedure code A0422) is reimbursed the lower of the billed amount or the amount allowed by Texas Medicaid.

9.5.7 Ambulance Disposable Supplies

Ambulance disposable supplies are included in the global fee for SCT transports and must not be billed separately.

Reimbursement for BLS and ALS disposable supplies (procedure codes A0382 or A0398) is separate from the established fee for BLS and ALS ambulance transports and is limited to one billable procedure code per transport.

Claims submitted for BLS or ALS supplies will be denied unless a corresponding ALS or BLS transport is billed on the same claim.

9.5.8 Mileage

The CSHCN Services Program does not reimburse air or ground mileage when the client is not on board the ambulance.

Providers must calculate the number of miles traveled by using the ambulance vehicle odometer reading or an internet mapping tool. Mileage reported on the claim must be the actual number of miles traveled.

Claims for ground ambulance transports procedure codes A0426, A0427, A0428, A0429, A0433, A0434 and A0999 must be submitted with mileage procedure code A0425.

A transport and mileage procedure code must be billed on the same claim to be considered for reimbursement. Transport and mileage procedure codes should never be reported as stand-alone services.

Note: Ambulance transport claims with a billed mileage amount of \$0.00 may be reimbursed. To qualify for reimbursement, the transport claim must include a mileage quantity that is greater than zero.

Providers may not include a mileage charge as part of the transport charge or in any other charges on the claim.

9.5.9 Waiting Time

Waiting time (procedure code A0420) is reimbursed up to one hour. Waiting time may be submitted when it is the general billing practice of local ambulance companies to charge for unusual waiting time (over 30 minutes) based on the following:

- Separate charges must be billed for unusual wait times.
- The circumstances that necessitate a wait time and the exact time involved must be documented.

The amount charged for waiting time must not exceed the charge for a one-way transfer.

9.6 Relation of Service to Time of Death

The CSHCN Services Program may reimburse an ambulance provider in the following circumstances related to a deceased client:

- The client dies in the ambulance while en route to the destination.
- The ambulance services to the point of pickup for the client who is pronounced dead by the physician after the ambulance is called.

9.7 Ambulance Transport Services That Are Not Benefits

The CSHCN Services Program does not reimburse providers for the following:

- Services that do not result in a transport to a facility, regardless of any medical care rendered. Transport is only a benefit when the client is on board the ambulance.
- An extra charge for a night call.
- Ambulance services performed in the skilled nursing facility (SNF), intermediate care facility (ICF), or extended care facility settings.

9.8 Claims Filing and Reimbursement

9.8.1 Claims Filing

Ambulance claims must be submitted to TMHP in an approved electronic format or on the CMS-1500 paper claim form. Providers may purchase CMS-1500 paper claim forms from the vendor of their choice. TMHP does not supply the forms.

When completing a CMS-1500 paper claim form, all required information must be included on the claim, as information is not keyed from attachments. Superbills, or itemized statements, are not accepted as claim supplements.

Ambulance claims must be submitted to TMHP in an approved electronic format or on the CMS-1500 paper claim form. Providers may purchase CMS-1500 paper claim forms from the vendor of their choice. TMHP does not supply the forms.

Run sheets, medical records, or emergency room records are not required to be submitted with the claim submission. If, however, documentation is submitted with the claim, an emergency medical technicians signature is required on all of the documents.

Note: *Providers must maintain any documentation that substantiates the medical need for the transport and must ensure that the documentation is available to the CSHCN Services Program or its designee upon request.*

The ambulance provider is responsible for the integrity of the information about the client's condition necessitating the transport and the medical necessity of the transport. The ambulance provider may be sanctioned, including exclusion from the CSHCN Services Program, for completing or signing a claim form that includes a false or misleading representation of the client's condition or of the medical necessity of the transport.

Referto: Chapter 41, "TMHP Electronic Data Interchange (EDI)" for information on electronic claims submissions.

Chapter 5, "Claims Filing, Third-Party Resources, and Reimbursement" for general information about claims.

Section 5.7.2.4, "CMS-1500 Paper Claim Form Instructions" in Chapter 5, "Claims Filing, Third-Party Resources, and Reimbursement" for instructions on completing paper claims. Blocks that are not referenced are not required for processing by TMHP and may be left blank.

All claims submitted on paper or electronically must include the 2-letter origin and destination codes on every line detail. The origin is the first letter, and the destination is the second letter. For example, modifiers HR would indicate a hospital origin with a residence destination.

Providers must not bill CSHCN Services Program clients for ambulance services.

9.8.1.1 Emergency Ambulance Claims

Emergency air ambulance claims must include the appropriate procedure code(s) and all of the following additional information to be considered for reimbursement:

- Distance of transport
- Time of transport
- Acuity of client, origin or destination modifier, and relevant vital signs

Ambulance providers must use an appropriate ICD-10-CM diagnosis code in Block 21 of the CMS-1500 paper claim form or electronic equivalent to document the client's condition and the reason for the transport. If a diagnosis is not known at the time of the transport, providers must use the diagnosis code that most closely represents the client's physical signs and symptoms at the time of the transport. If the above documentation does not indicate an emergency, the claim is denied.

Providers billing electronically can enter the data supporting the necessity for the emergency transport in the Comments field or the Purpose of Stretcher field of the electronic claim. Providers using the CMS-1500 paper claim form can enter relevant vital signs and detailed narrative in Block 19 or 21 of the claim form. For ambulance transfers where the destination is a hospital, enter the name and address of the facility in Block 32.

9.8.1.2 Non-emergency Ambulance Claims

All nonemergency ambulance claims must include the appropriate procedure codes and all of the following additional information to be considered for reimbursement:

- Detailed description of the client's medical condition necessitating the transport
- Distance of transport

- Time of transport
- Acuity of client, origin and destination modifier, and relevant vital signs

Providers billing electronically can enter the data supporting the necessity for the nonemergency transport in the Comments field or the Purpose of Stretcher field of the electronic claim. Providers using the CMS-1500 paper claim form can enter relevant vital signs and detailed narrative in Block 19 or 21 of the claim form. For ambulance transfers where the destination is a hospital, enter the name and address of the facility in Block 32. For transfers from hospital-to-hospital, indicate in Block 19 the services needed at the second facility that were unavailable at the first facility.

9.8.1.3 Billing Mileage with \$0.00

If the appropriate transport procedure code is submitted for reimbursement, claims with a billed mileage amount of \$0.00 may be reimbursed. To qualify for reimbursement, the transport claim must include a mileage quantity that is greater than zero.

9.8.1.4 National Correct Coding Initiative (NCCI) Guidelines

The HCPCS/CPT codes included in policy are subject to NCCI relationships. Exceptions to NCCI code relationships that may be noted in CSHCN Services Program medical policy are no longer valid. Providers should refer to the [Centers for Medicare & Medicaid Services \(CMS\) NCCI web page](#) for correct coding guidelines and specific applicable code combinations. In instances when CSHCN Services Program medical policy quantity limitations are more restrictive than NCCI MUE guidance, medical policy prevails.

9.8.2 Reimbursement

Ambulance procedure codes are reimbursed at a reasonable charge, which is the lesser of the billed amount or the amount allowed by Texas Medicaid.

For fee information, providers can refer to the Online Fee Lookup (OFL) on the TMHP website at www.tmhp.com.

The CSHCN Services Program implemented rate reductions for certain services. The OFL includes a column titled “Adjusted Fee” to display the individual fees with all percentage reductions applied. Additional information about rate changes is available on the TMHP website at <https://tmhp.com/resources/rate-and-code-updates/rate-changes>.

Note: Certain rate reductions including, but not limited to, reductions by place of service, client type program, or provider specialty may not be reflected in the Adjusted Fee column.

9.8.2.1 One-day Payment Window Reimbursement Guidelines

The one-day payment window reimbursement guidelines do not apply for ambulance services.

Referto: Section 24.3.7, “Payment Window Reimbursement Guidelines” in Chapter 24, “Hospital” for additional information about the one-day payment window reimbursement guidelines for services related to an inpatient hospital stay.

9.9 TMHP-CSHCN Services Program Contact Center

The TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 is available Monday through Friday from 7 a.m. to 7 p.m., Central Time, and is the main point of contact for the CSHCN Services Program provider community.