

# Provider Update

## Important reminder regarding emergency medical services (EMS)

**Summary of change:** Amerigroup Community Care is reinforcing its EMS criteria for dates of service on and after July 1, 2016.

✦ **What this means to you:** Amerigroup will only reimburse for EMS that meet the following criteria:

1. Medically necessary
2. Meet the destination limits of closest appropriate facilities
3. Provided by an ambulance service that is licensed by the state

### **What is the impact of this change?**

Amerigroup defines emergency services as being provided after the sudden onset of a medical condition, manifesting itself by acute signs or symptoms of sufficient severity such that the absence of immediate medical attention could reasonably be expected to result in the following:

- Placing the patient's health in serious jeopardy
- Serious impairment to bodily functions
- Serious dysfunction of any bodily organ or part
- Serious harm to self or others due to an alcohol or drug abuse emergency
- Injury to self or bodily harm to others
- With respect to a pregnant woman having contractions:
  - That there is inadequate time to affect a safe transfer to another hospital before delivery
  - That transfer may pose a threat to the health or safety of the woman or the unborn child

Emergency medical services that do not qualify in the aforementioned definition of emergent will be denied for not being medically necessary. Providers can dispute any claim denial by submitting a claims payment dispute within 30 calendar days of the adjudication date of the explanation of payment.

Providers can access the claims transaction tools to submit an appeal by logging in to the Amerigroup provider self-service website or the Availity Web Portal found here: <https://providers.amerigroup.com/pages/ga-2012.aspx>.

**What if I need assistance?**

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.