

## Transportation service to in-patient psychiatric facilities

**Summary of change:** Amerigroup Kansas, Inc. will approve payment for member transportation from community mental health centers (CMHC) and/or their satellite offices to in-patient psychiatric facilities. Previously, CMHCs had arranged transportation through a variety of sources. This change allows CMHCs to use clinically appropriate transportation for Amerigroup members through either a sole source, non-sole source or emergency transportation modalities.

✦ **What this means to you:** You are now able to schedule and receive reimbursement for routine, urgent and emergent transportation for Amerigroup members to in-patient psychiatric facilities. Amerigroup will reimburse for properly requested transportation. This does not preclude nor discourage the use of local law enforcement for this type of transportation when that modality is appropriate in light of the member's risk assessment.

### In-patient psychiatric transfer transportation request procedures:

Upon determining a member requires in-patient psychiatric care and transportation to either a state hospital or other in-patient facility, CMHCs will determine the member's clinical status, assess transportation risks, and request the appropriate transportation services based on the definitions below:

- Emergent or urgent means of transport (Ambulance – Ground Transport)
  - There are no prior authorization requirements for emergent transportation. CMHCs should use normal emergent channels for requesting transportation of members in this risk category.
  - Amerigroup, per our contracts, may request post-payment review and clinical records to support emergent transportation requests.
- Non-emergent means of transport (e.g. Ambulance – Ground Transport) – three-hour advance notice
  - Contact Access 2Care at 1-866-410-0002.
- Non-emergent general transportation
  - For sole source providers use sole source notification/scheduling procedures.
  - For all other requests, contact Access 2 Care at 1-866-410-0002.

This policy covers transportation to facilities using CMHC sole source transportation when contracted and coordinated through Access 2Care using current notification and approval processes.

Other than sole source reimbursement, CMHCs will not be reimbursed directly for transportation requests. Claim submission and subsequent reimbursement would be coordinated between the managed care organization and the transportation provider.

Emergent transportation providers should use current billing procedures for submission of claims related to this policy.

**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.