
CHAPTER 10: MEDICAL TRANSPORTATION

**SECTION 10.9: AMBULANCE - NON-EMERGENCY AMBULANCE
TRANSPORTATION****PAGE(S) 2**

NON-EMERGENCY AMBULANCE TRANSPORTATION

Non-emergency ambulance transportation (NEAT) is provided to a Medicaid beneficiary to and/or from a provider of medical services for a covered medical service when no other means of transportation is available and the beneficiary is unable to ride in any other type of vehicle due to medical reasons. The nature of the trip is not an emergency, but the beneficiary requires the use of an ambulance.

The beneficiary's treating physician, a registered nurse, the director of nursing at a nursing facility, a nurse practitioner, a physician's assistant, or a clinical nurse specialist must certify on the Certification of Ambulance Transportation that the transport is medically necessary and describe the medical condition which necessitates ambulance services.

NEAT must be scheduled by the beneficiary or a medical facility through the transportation broker or the ambulance provider.

- *If transportation is scheduled through the transportation broker*, the transportation broker shall verify, prior to scheduling, beneficiary eligibility, that the originating or destination address belongs to a medical facility, and that a completed Certification of Ambulance Transportation form is received for the date of service. Once the trip has been dispatched to an ambulance provider and completed, the ambulance provider shall be reimbursed upon submission of the clean claim for the transport.
- *If transportation is scheduled through the ambulance provider*, the ambulance provider must verify beneficiary eligibility, that the originating or destination address belongs to a medical facility, and that a completed Certification of Ambulance Transportation form is received for the date of service. The transportation broker shall reimburse the ambulance provider only if a completed Certification of Ambulance Transportation form is submitted with the clean claim or is on file with the transportation broker prior to reimbursement.

Mileage must be reimbursed in accordance with the type of service indicated by the licensed medical professional on the Certification of Ambulance Transportation.

The Certification of Ambulance Transportation form is located at www.lamedicaid.com under the "Forms/Files/Surveys/User Manuals" link.

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Nursing Facility Ambulance Transportation

Nursing facilities are required to provide medically necessary transportation services for Medicaid beneficiaries residing in their facilities. Any nursing facility beneficiary needing non-emergency, non-ambulance transportation services are the financial responsibility of the nursing facility. NEAT services provided to a nursing facility beneficiary must include the Certification of Ambulance Transportation to be reimbursable by Louisiana Medicaid; otherwise, the nursing facility shall be responsible for reimbursement for such services.