

Operational Guidance for Prior Authorizations for Non-Emergency Transportation By Ambulance Update and Conference Call Scheduled for September 24, 2015

HHSC provided operational guidance for prior authorizations for non-emergency transportation by ambulance on August 28, 2015. HHSC would like to clarify the statute (Human Resources Code 32.024(t)) requires Texas Medicaid, including all MCOs, to have a prior authorization process for non-emergency ambulance transportation. MCOs are responsible for educating providers (including but not limited to: ambulance, facilities, and physicians) regarding statutory requirements for prior authorization requests for non-emergency ambulance transportation. We have received some feedback from providers who are confused about recent feedback from MCOs on this topic.

HHSC acknowledges MCOs may need time to revise policies and procedures and educate providers to come into compliance with the operational guidance. We will hold a conference call with the MCOs to discuss the guidance and answer any questions. In addition, MCOs are requested to fill out an attestation and provide a copy of revised P&P's by mid -October.

CONFERENCE CALL

HHSC will hold a conference call for all MCOs to discuss the operational guidance on Thursday September 24, 2015 from 1:00 pm – 2:00 pm. MCOs may submit questions related to the guidance by noon on Wednesday September 23 to Daniela De Luna Olivares, via email at daniela.deluna@hhsc.state.tx.us.

Date: September 24, 2015

Time: 1:00 pm – 2:00 pm

Conference Line: 1-877-226-9790

Access Code: 1101316

CONTACT

Please contact Daniela De Luna Olivares, via email at daniela.deluna@hhsc.state.tx.us if you have any questions.