HIGHMARK.
120 Fifth Avenue
Pittsburgh, PA 15222

ADDRESS INFORMATION HERE

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SPECIAL BULLETIN

NOV. 1, 2016

ATTENTION AMBULANCE SERVICE PROVIDERS:

HIGHMARK TO REQUIRE PRIOR AUTHORIZATION FOR NON-EMERGENT AMBULANCE TRANSPORT

EFFECTIVE JAN. 1, 2017, PRIOR AUTHORIZATION IS REQUIRED FOR MEDICARE ADVANTAGE MEMBERS

As you know, non-emergency transportation by ambulance is medically required when it has been documented that the patient's health would be endangered by any other means of transportation.

Effective Jan. 1, 2017, prior authorization of non-emergent ambulance transportation will be required for patients who are Highmark Medicare Advantage plan members. Non-emergency services will still require a Certificate of Medical Necessity form from the treating provider. The treating provider will be responsible for obtaining prior authorization, and the ambulance provider is responsible for verifying that the service was authorized. Non-emergency ambulance transportation services that have not been authorized will not be covered.

We will continue to provide routine transportation (non-ambulance) as a benefit to Medicare Advantage members in 2017. This will not require any certification of medical necessity. More information, including a new transport request form and how to submit a prior authorization request for these services, will be available soon via NaviNet® and the Provider Resource Center.

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