

June 2020

Overview:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

ABHLA will adjudicate two non-emergency ambulance trips for the same patient on the same date of service per [Chapter 10](#) of the Medicaid Services Manual, Section 10.12: Ambulance – Miscellaneous Policies, Services Limits for Non-Emergency Ambulance Services.

To help avoid claims of this type being incorrectly identified as duplicates, we remind you to:

- always use valid transportation modifiers to report both the origin and destination of the ambulance transport service for each trip.
- always use valid transportation codes.
- ensure your system assigns a unique patient control number for every service encounter.

In accordance with Chapter 10 of the Medicaid Services Manual, transportation services exceeding two trips in one day will require a hard copy claim and the [Certification of Ambulance Transportation Form \(105 Attachment\)](#) to be submitted to the state for review and approval prior to reimbursement being made, and the provider must state the transport was of non-emergency nature, but an ambulance was required.

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this notification.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.