Claims/authorizations for dates of service on or after October 1, 2015 must use the applicable ICD-10 diagnosis code that reflects the policy intent. References in this manual to ICD-9 diagnosis codes only apply to claims/authorizations with dates of service prior to October 1, 2015.
MEDICAL TRANSPORTATION

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NEMT OVERVIEW

Non-Emergency Medical Transportation (NEMT) is transportation provided to Medicaid beneficiaries to and/or from a Medicaid provider for a Medicaid covered service when no other means of transportation are available. NEMT does not include transportation provided on an emergency basis, such as trips to emergency departments in life threatening situations. Non-emergency ambulance transportation (NEAT) is a form of NEMT. See the Ambulance section of this manual for guidelines specific to NEAT. Services shall be provided in accordance with the Louisiana Administrative Code, Title 50, Part XXVII, Chapter 5.

Coverage information by enrollment type is provided in the following matrix:

<table>
<thead>
<tr>
<th>Enrollment</th>
<th>Non-Ambulance</th>
<th>Non-Emergency Ambulance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed care for physical and behavioral health</td>
<td>MCO</td>
<td>MCO</td>
</tr>
<tr>
<td>Managed care for physical health only (CSoC children)</td>
<td>MCO</td>
<td>MCO</td>
</tr>
<tr>
<td>Managed care for behavioral health only</td>
<td>MCO</td>
<td>MCO</td>
</tr>
<tr>
<td>Nursing home residents</td>
<td>Included in facility per diem</td>
<td>MCO</td>
</tr>
<tr>
<td>Children in ICF-IIDs†</td>
<td>Included in facility per diem</td>
<td>MCO</td>
</tr>
<tr>
<td>Adults in ICF-IIDs†</td>
<td>Included in facility per diem</td>
<td>FFS Medicaid^</td>
</tr>
<tr>
<td>Excluded populations</td>
<td>FFS Medicaid^</td>
<td>FFS Medicaid^</td>
</tr>
</tbody>
</table>

† Intermediate Care Facility for Individuals with Intellectual Disabilities

^ Southeastrans is currently authorizing and reimbursing for these transportation services covered by FFS Medicaid.
COVERED SERVICES

The transportation broker shall authorize NEMT for the least costly means of transportation available to and/or from a qualified provider of routine or specialty care.

Beneficiaries may seek medically necessary services in another state when it is the nearest option available.

Scheduled trips in which no transportation of the beneficiary occurs are not billable.

Reimbursement to transportation providers shall be no less than the published Medicaid FFS rate in effect on the date of service, unless mutually agreed to by the transportation broker and the transportation provider in the provider agreement.

Exclusions

The transportation broker shall not be reimbursed for transportation to or from the following locations:

- Pharmacies;
- Nursing facilities;
- Hospice care; or
- Women, Infants, and Children (WIC) service appointments at the Office of Public Health.

Note: This is not an exclusive list.

Commercial Air Transportation for Out-of-State Care

Transportation on commercial airlines may be approved for out-of-state trips when no comparable services can be provided in Louisiana, and the risk to the beneficiary’s health is grave if transported by other means. The transportation broker shall contact LDH if it determines that air travel is required, as commercial air transportation requires prior authorization. All out-of-state medical care must be prior authorized by the LDH fiscal intermediary. Transportation may be included in the prior authorization for medical services. Approval shall be contingent on the treating physician’s confirmation that there are no negative impacts to the health and safety of the enrollee by utilizing commercial air transportation.
Air travel for the beneficiary plus a maximum of one attendant, if medically necessary or if the beneficiary is a child, shall be reimbursed for the lowest, refundable, coach/economy class fare. Upgrades (e.g., fare class or seat) and additional costs (e.g., in-flight refreshments) shall not be reimbursed.
SCHEDULING AND AUTHORIZATION

General Requirements

To be eligible for reimbursement, NEMT trips, excluding commercial air and NEAT, must be reviewed by the transportation broker, prior to scheduling, for beneficiary eligibility and verification that the originating or destination address belongs to a medical facility. Authorization requirements for commercial air and NEAT are addressed in this manual.

Requests for transportation may be made by beneficiaries, hemodialysis centers, non-profit transportation providers, Opioid Treatment Programs, or other medical facilities. Under no circumstances may profit transportation providers schedule trips on behalf of beneficiaries.

The transportation broker shall assign transportation providers on the basis of the least costly means available, including the use of free and/or public transportation when possible, with consideration given to the beneficiary’s choice of transportation provider. The transportation broker shall ensure that the provider accommodates the level of service required to safely transport the beneficiary (e.g., ambulatory, wheelchair, transfer).

The transportation broker must obtain credentials from the transportation provider, driver, and vehicle as outlined in the Provider Requirements section.

Beneficiaries and medical providers are expected to give at least 48 hours’ notice when requesting transportation; however, the transportation broker must make a reasonable attempt to schedule the trip with less than 48 hours’ notice. Hospital discharges shall be transported within three hours of notification by a medical facility.

When a transportation provider cannot perform the service, the provider must immediately notify the transportation broker in order for the transportation broker to secure an alternate provider.

The transportation broker shall monitor providers to ensure that they do not reject local trips in favor of long distance trips. Providers who exhibit a pattern of rejecting local trips may be subject to trip reductions or other sanctions, particularly if such action results in actual harm to a beneficiary or places the beneficiary at risk of imminent harm.

If a child is to be transported, either as the beneficiary or an additional passenger, the parent or guardian of the child is responsible for providing an appropriate child passenger restraint system as outlined by La. R.S. 32:295. The transportation broker is responsible for notifying the parents or guardians of this requirement when scheduling the trip.
Additional Passengers

The transportation broker must inform the transportation provider if a beneficiary intends to bring accompanying children or if an attendant is required.

Medicaid will not reimburse providers for transporting additional passengers. The transportation provider may not charge the beneficiary or anyone else for the transportation of additional passengers.

Children

The transportation provider may refuse to transport accompanying children.

Attendants

The transportation broker is responsible for determining if an attendant is required. If required, the attendant must accompany the beneficiary to and from the medical appointment. The following non-exclusive list of conditions may require an attendant:

- Sensory deficits;
- Need for human assistance for mobility;
- Dementia or other cognitive impairments;
- At risk of elopement;
- Behavioral disorders;
- Need for interpretation or translation assistance; or
- Special needs such as:
  - Convalescence from surgical procedures;
  - Decubitus ulcers or other problems which prohibit sitting for a long period of time;
  - Incontinence or lack of bowel control;
  - Assistance with toileting; and
  - Artificial stoma, colostomy or gastrostomy.

An attendant shall be required when the beneficiary is under the age of 17. This attendant must:

- Be a parent, legal guardian, or responsible person designated by the parent/legal guardian; and
- Be able to authorize medical treatment and care for the beneficiary.
Attendants may not:

- Be under the age of 17;
- Be a Medicaid provider or employee of a Medicaid provider that is providing services to the beneficiary being transported, except for employees of a mental health facility in the event an enrollee has been identified as being a danger to themselves or others or at risk for elopement; or
- Be a transportation provider or an employee of a transportation provider.
PROVIDER REQUIREMENTS

Classification of Providers

Non-Emergency Medical Transportation (NEMT) is provided to Medicaid beneficiaries through four classifications of NEMT providers. The transportation broker shall consider scheduling transportation providers in the following order:

1. Public
2. Gas reimbursement
3. Non-profit
4. Profit

Public providers include city and parish intrastate mass transit systems (e.g., bus, train).

Gas reimbursement providers are individuals, including friends or family members. The provider may not reside at the same physical address as the beneficiary being transported.

Non-profit providers include those providers who are operated by or affiliated with a public organization such as state, federal, parish or city entities, community action agencies, or parish Councils on Aging. If a provider qualifies as a non-profit entity according to Internal Revenue Service (IRS) regulations, they may only enroll as non-profit providers.

Profit providers include corporations, limited liability companies, partnerships, or sole proprietors. Profit providers must comply with all state laws and the regulations of any governing state agency, commission, or local entity to which they are subject as a condition of enrollment and continued participation in the Medicaid program.

General Requirements

The transportation broker shall ensure that the transportation provider agrees to cover the entire parish or parishes for which he or she provides NEMT services.

Gas Reimbursement Provider Requirements

The transportation broker shall ensure that gas reimbursement providers are 18 years of age or older and possess a current Louisiana driver’s license. The provider may not reside at the same address as the beneficiary.
In order to be eligible for reimbursement, the transportation broker must obtain the following from gas reimbursement providers:

- An enrollment form that includes at a minimum:
  - Provider’s full name;
  - Provider’s physical address (P.O. Box is not valid);
  - Provider’s mailing address;
  - Provider’s phone number;
  - Provider’s social security number; and
  - List of no more than five beneficiaries or all beneficiaries within one household, for whom the driver may be reimbursed. Beneficiary information must include the full name, date of birth, and Medicaid ID;
- A clear and legible copy of the valid driver’s license as part of the enrollment packet; and
- A copy of the vehicle’s registration and insurance that meets or exceeds the minimum insurance required by the State of Louisiana.

Reimbursement to gas reimbursement providers is intended to cover all persons in the vehicle at the time of the trip (i.e., reimbursement shall be made for one trip regardless of the number of enrollees or additional passengers in the vehicle).

The transportation broker shall issue IRS Form 1099 to all gas reimbursement providers for income tax purposes.

**Profit and Non-Profit Provider Requirements**

The transportation broker shall obtain credentials from each profit and non-profit NEMT provider prior to and continually thereafter providing services under the NEMT program. The transportation broker may not assign any trips to profit and non-profit providers at any point who do not meet the requirements of this section. The transportation broker may not reimburse any provider in violation of these requirements on the date of service.

**Administrative Requirements**

The transportation broker shall obtain the following administrative documents from the NEMT provider:

- A disclosure of ownership as required by 42 C.F.R. §§455.104-455.106;
- The provider’s National Provider Identifier (NPI) number in his or her business entity name if the provider has obtained one from the National Plan and Provider Enumeration System (NPPES);
### Provider Requirements

- A copy of the IRS Form CP 575 showing the Employer Identification Number (EIN) and business entity name which must match all other documentation including, but not limited to, vehicle signage;
- An IRS Form W-9 which matches the information on the IRS Form CP 575;
- A Certificate of Public Necessity (CPNC) issued by the Orleans Parish Taxicab Service and Enforcement Bureau for each provider, driver, and vehicle that will operate in Orleans Parish; and
- An NEMT permit issued by the Jefferson Parish Emergency Management Office for each provider, driver, and vehicle that will operate in Jefferson Parish.

The transportation broker shall conduct a search of Office of Inspector General (OIG) List of Excluded Individuals/Entities (LEIE), Louisiana Adverse Actions List Search, the System of Award Management (SAM), and other applicable sites as may be determined by LDH, monthly to capture exclusions and reinstatements that have occurred since the previous search. Any and all exclusion information discovered shall be reported to LDH within three business days. Any individual or entity that employs or contracts with an excluded NEMT provider/individual cannot claim reimbursement from Medicaid for any items or services furnished, authorized, or prescribed by the excluded provider or individual. This is a prohibited affiliation. This prohibition applies even when the Medicaid reimbursement itself is made to another provider who is not excluded.

The transportation broker is responsible for the return to the State of any money paid for services provided by an excluded provider within 30 days of discovery. Failure by the transportation broker to ensure compliance with requirements to prevent and return, as applicable, payments to excluded providers may also result in LDH assessing monetary penalties and/or other remedies.

### Insurance Requirements

The transportation broker shall ensure that profit and non-profit NEMT providers have, at a minimum, general liability coverage of $100,000 on the business entity, in addition to automobile liability coverage of $25,000 for bodily injury per person, $50,000 per accident, and $25,000 for property damages. Any NEMT provider authorized to transport a beneficiary out of state must carry automobile liability of $1,500,000, at a minimum, in accordance with federal transportation regulations. Automobile liability coverage should include either:

- Symbols 7, 8, and 9; or
- Symbols 2, 8, and 9.

The NEMT provider’s certificate of insurance must state that this coverage is for a Non-Emergency Medical Transportation Vehicle. The policy must have a 30-day cancellation clause issued to the transportation broker. LDH must be listed as an additional insured on the automobile liability and
general liability policies. The transportation broker shall obtain a copy of the policy from the provider.

If a transportation provider adds a vehicle, the transportation broker shall obtain from the NEMT provider an updated copy of the policy, which shows that the additional vehicle is insured, prior to use of the vehicle.

The transportation broker shall ensure that all transportation companies carry worker’s compensation insurance as required by Louisiana law.

Operation without the minimum insurance coverage is a violation of the NEMT provider requirements. LDH may recoup all payments for trips occurring during the period of violation.

**Driver Requirements**

Drivers shall meet the following minimum requirements in order to transport Medicaid beneficiaries:

- Be 25 years of age or older;
- Possess a current driver's license (class D or CDL);
- Possess the appropriate municipal or parochial permits if operating in Orleans and Jefferson Parish;
- Have an Official Driving Record with neither three or more moving violations, nor any convictions for operating a vehicle while intoxicated, within the past three years;
- Comply with La. R.S. 40:1203.1 - 40:1203.7. Transportation providers shall conduct an annual criminal history check on all NEMT drivers. The criminal history check must be performed by the Louisiana State Police, an agency authorized by the Louisiana State Police, or the FBI. The results of the criminal history check must be transmitted directly to the transportation broker by the authorizing agency. The driver must have a “clean” record, with no convictions for prohibited crimes, unless the person has received a pardon of the conviction or has had his or her conviction expunged; and
- Have successfully passed a five-panel drug screen, at a minimum, which shall be performed annually and upon reasonable suspicion. The results of the drug screen must be transmitted directly to the transportation broker by the testing agency. Any driver, or prospective driver, who fails the drug screen may resume driver responsibilities after a substance abuse professional issues a final evaluation and return to work clearance. The transportation broker shall confirm that the driver successfully completes three follow-up screens over the six-month period following return to duty.
CHAPTER 10: MEDICAL TRANSPORTATION
SECTION 10.3: NEMT - PROVIDER REQUIREMENTS

The transportation broker shall obtain documentation demonstrating compliance with these requirements.

Training Requirements

NEMT drivers shall complete the following training requirements prior to transporting any beneficiaries:

- Defensive driving, utilizing an in-person course (online courses are not acceptable) of no less than four hours, to be renewed every three years, at a minimum;
- Cardiopulmonary resuscitation (CPR), culminating in an active certification issued by a licensed instructor;
- Child passenger restraint systems, including installation and usage in compliance with La. R.S. 32:295;
- Wheelchair securement and Passenger Assistance Safety and Sensitivity (PASS), utilizing an in-person course, to be renewed every two years, at a minimum; and
- Health Insurance Portability and Accountability Act (HIPAA) privacy and security.

The transportation broker shall obtain supporting documentation and ensure compliance with driver training requirements.

Vehicle Requirements

The transportation broker shall ensure that each vehicle authorized to transport beneficiaries under the NEMT program attains compliance with all vehicle requirements prior to transporting any beneficiaries and maintains compliance thereafter.

General Requirements

The transportation provider shall own or lease its vehicles. The transportation broker shall obtain documentation that the vehicle is registered in the name of the company.

The transportation broker shall ensure that vehicles meet the following minimum requirements:

- Windshield in good condition and free of vision impairments;
- Active LA inspection sticker or, if applicable, the inspection sticker for vehicles operating in Orleans and Jefferson Parish;
- Certificate of Public Necessity and Convenience (CPNC) for each vehicle operating in New Orleans and NEMT permit for each vehicle operating in Jefferson Parish;
- Signage on the appropriate sides of the vehicle (see Signage section);
• License plate, with an active registration sticker;
• Vehicle Identification Number (VIN) on a portion of the vehicle;
• Registration and insurance card secured in the vehicle;
• Functioning air conditioning and heating in the front and rear of the vehicle;
• Functioning seatbelts;
• Seat belt cutter secured in the vehicle within the driver’s reach;
• Fire extinguisher, showing the pressure gauge is reading within the manufacturer’s optimal setting, secured in the vehicle; and
• Transportation broker’s decal, displaying the date the vehicle passed inspection, attached to the vehicle.

Stretcher vans, two-door vehicles, and pickup trucks are not allowable vehicle types. Salvage title vehicles are also not allowed.

If the vehicle is equipped to transport wheelchairs, the transportation broker must ensure that it complies with all applicable Americans with Disabilities Act (ADA) requirements, including requirements for restraints, tie-downs, lifts, and ramps.

NEMT providers must notify their transportation broker(s) of any newly added vehicles in order for the transportation broker to properly inspect and credential the vehicle prior to use within the NEMT Program. Providers must submit copies of vehicle registration and Certificate of Insurance (COI) for all newly added vehicles. Providers operating in New Orleans or Jefferson Parish must also submit copies of their appropriate municipal or parochial permits.

**Signage**

Each vehicle must have signage that displays the name and the telephone number of the enrolled provider and the vehicle number. The signage must be located on the driver side, passenger side, and, if a van, on the rear of the vehicle. Signs must not be affixed to the windows where they would interfere with the vision of the driver.

Vehicles funded by the Louisiana Department of Transportation and Development (DOTD) are required to have the DOTD transit logo displayed on them. This logo will be accepted as appropriate signage for enrollment in the NEMT program.

Vehicles operating in Orleans Parish must use their Orleans Parish Certificate of Public Necessity and Convenience (CPNC) number as their vehicle number. The CPNC number must meet Orleans Parish regulations for size, contrast of color, and location.

**License Plates**
Each NEMT vehicle must have a “for hire”, “public”, or “public handicapped” license plate, in accordance with La. R.S. 45:181 and 49:121. The vehicle must be licensed in the provider’s business name when obtaining the license plate.

**Vehicle Inspections**

The transportation broker must perform an inspection prior to the vehicle being placed into the NEMT Program and annually thereafter.

The inspection must ensure that the vehicle meets all items covered under the Louisiana Highway Regulatory Act and functions as intended by the manufacturer.

Vehicle inspections shall be documented electronically and include digitized photographs evidencing that requirements have been met, including, but not limited to:

- Each side of the vehicle and appropriate signage;
- LA inspection sticker which should also include the vehicle VIN;
- Clear and legible license plate, registration sticker, VIN, and registration and insurance cards;
- Location of the seat belt cutter and fire extinguisher, including a pressure gauge reading;
- Active use of a temperature gun directed at a vent measuring the temperature of the air conditioning/heating of the front vent and rear vent, when one is present, of the vehicle. The reading should be no hotter than 52 degrees Fahrenheit when measuring the air conditioning nor cooler than 100 degrees Fahrenheit when measuring the heater;
- Interior of the vehicle showing all seat belts secured properly; and
- Transportation broker’s decal, displaying the date the vehicle passed inspection, attached to the vehicle.

If the vehicle is equipped to transport wheelchairs, the inspector shall ensure that the wheelchair lift and all backup mechanisms are in working order. Digital photographs of the following are also required:

- Wheelchair secured showing proper application of the securements to the base; and
- Wheelchair shoulder and lap belt properly secured with the wheelchair in frame for reference.

All vehicle identifying information must be captured during the inspection to include VIN, year, make, model, vehicle color, license plate number, date of inspection, name and signature of inspector, and inspection results.
Unannounced Compliance Reviews

In an ongoing effort to identify and remedy non-compliant behavior, LDH and its transportation broker may perform unannounced vehicle compliance reviews. During these reviews, providers may be monitored for driver, vehicle, and program compliance which includes, but is not limited to, the examination of all provider manifests, signature pages, drivers’ licenses, vehicle registration, insurance cards, vehicle safety checks, etc. Non-compliance with any of the aforementioned may result in sanctions, suspension, and/or exclusion from the LA Medicaid Program. Providers do NOT have the right to refuse an unannounced compliance review.
PROVIDER RESPONSIBILITIES

Travel and Wait Times

Transportation providers must perform services in a timely and professional manner. The transportation broker shall ensure that providers meet the following standards:

- Beneficiaries must arrive at least 15 minutes, but no more than two hours, prior to their appointments;
- Beneficiaries shall be picked up no more than two hours after the appointment has concluded; and
- Beneficiaries shall not be in the vehicle for more than one hour beyond the estimated travel time.

Vehicle Operation Requirements, Safety, and Professionalism

Drivers should project responsible, professional and courteous behavior. Drivers must exercise the utmost safety in caring for beneficiaries while transporting them and guard against becoming insensitive to their physical and emotional conditions.

Drivers must ensure:

- The equipment and vehicle used are kept clean and serviceable at all times;
- All laws of the State of Louisiana are observed while transporting passengers; and
- The vehicle is safe and in good operating condition.

NOTE: A vehicle must not be driven unless the driver determines that the following parts and accessories are in good working order: vehicle brakes, parking brakes, steering mechanism, lighting devices and reflectors, tires, horn, windshield wipers, and mirrors.

Drivers must:

- Not use or be under the influence of alcohol within four hours before going on duty or while operating, or having physical control of, a vehicle.
- Not be under the influence of an amphetamine or any formulation thereof, a narcotic drug or any derivative thereof, or other substance to a degree which renders the driver incapable of safely operating a vehicle.
- Come to a complete stop at all railroad crossings.
Provider Responsibilities

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SECTION 10.4: NEMT - PROVIDER RESPONSIBILITIES

- Utilize the proper procedures required to move beneficiaries into and out of the vehicle equipped to transport non-ambulatory, wheelchair beneficiaries.
- Ensure that all passengers are wearing seatbelts or are otherwise secured. If the passenger uses a wheelchair during transport, the driver must ensure the appropriate use of an occupant restraint system. Lap positioning belts and chest straps are not sufficient safety restraints for wheelchair passengers.
- Ensure that no smoking or vaping occurs in the vehicle as in accordance with current Occupational, Safety and Health Administration (OSHA) regulations.
- Always turn the engine off when fueling a motor vehicle, and never fuel the vehicle where there is smoke or an open flame.
- Ensure that vehicles are not towed or pushed with passengers on board.

Drivers shall ensure the proper installation and usage of the child passenger restraint systems in compliance with La. R.S. 32:295. Non-compliance with these laws may result in immediate suspension of the driver and/or provider.

Emergency Action Procedure

If an emergency arises while transporting a beneficiary, the driver must immediately assess the situation and determine whether to:

- Stop the vehicle and assist with the emergency;
- Proceed immediately to the nearest medical facility; or
- Call 911 for emergency medical assistance.

If the beneficiary is taken to an emergency medical facility, the driver must immediately notify LDH, the transportation broker, and a member of the beneficiary’s family. When driving to the emergency medical facility, the driver should remain calm and alert and drive as quickly as conditions permit for safe vehicle operation.

Incident Reporting Requirements

Drivers who are involved in an incident shall notify emergency services immediately and in accordance with La. R.S. 32:398.
The transportation provider must report the following to the transportation broker:

<table>
<thead>
<tr>
<th>Reporting Requirements</th>
<th>Reporting Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>For all motor vehicle accidents:</td>
<td>Within 72 hours of the accident</td>
</tr>
<tr>
<td>• Time, date, location, and summary of incident;</td>
<td></td>
</tr>
<tr>
<td>• Provider name;</td>
<td></td>
</tr>
<tr>
<td>• Driver and vehicle information;</td>
<td></td>
</tr>
<tr>
<td>• Beneficiary name, Medicaid ID number, and contact information;</td>
<td></td>
</tr>
<tr>
<td>• Name and contact information for all other passengers;</td>
<td></td>
</tr>
<tr>
<td>• Injuries sustained;</td>
<td></td>
</tr>
<tr>
<td>• Names and contact information of witnesses;</td>
<td></td>
</tr>
<tr>
<td>• Any police issued citations or summons;</td>
<td></td>
</tr>
<tr>
<td>• Results of drug screen which was conducted within 12 hours of the incident.</td>
<td></td>
</tr>
<tr>
<td>Copy of the Louisiana Uniform Motor Vehicle Accident Report</td>
<td>Within 15 business days of the accident</td>
</tr>
<tr>
<td>Written report of all incidents when a Medicaid beneficiary dies or is injured while in</td>
<td>Within 72 hours of the incident</td>
</tr>
<tr>
<td>the provider’s care, regardless of the cause</td>
<td></td>
</tr>
</tbody>
</table>

The transportation broker shall provide a detailed accounting of each incident to LDH upon notification by the provider.
RECORD KEEPING

Transportation providers must maintain sufficient documentation to identify the beneficiaries transported, trips made, locations traveled, driver qualifications, vehicle capabilities, and safety information.

Daily Trip Log

The transportation broker shall obtain a daily trip log from profit and non-profit transportation providers that captures the following information:

- Trip identification number;
- Beneficiary’s name, Medicaid ID number, address, and signature;
- Destination address;
- Healthcare provider or facility’s name, if applicable;
- Departure date and time;
- Arrival date and time;
- Driver’s name;
- VIN; and
- Any other comments regarding the trip.

The daily trip log shall be maintained in electronic format and sorted chronologically.

Prior to reimbursement, the transportation broker shall verify that each claim from a profit or non-profit transportation provider has a corresponding entry in the daily trip log.

Gas Reimbursement Form

The transportation broker shall obtain a gas reimbursement form for every NEMT claim from a gas reimbursement provider to be eligible for reimbursement. The gas reimbursement form must be typed or written in ink and include the following information:

- Trip identification number;
- Driver’s full name;
- Driver’s residential address;
- Driver’s phone number;
- Driver’s email address (if applicable);
- Driver’s relationship to beneficiary;
- Beneficiary’s name;
• Beneficiary’s Medicaid ID number;
• Beneficiary’s address;
• Transportation date;
• Name of facility/medical provider;
• Address of facility/medical provider;
• Phone number of facility/medical provider;
• Signature of driver attesting that the information on the form is true and correct;
• Signature of beneficiary or parent/guardian attesting that the information on the form is true and correct;
• Medical facility/physician’s signature and date; and
• Medical facility’s stamp.

Prior to reimbursement, the transportation broker shall verify that each claim from a gas reimbursement provider has a corresponding and properly completed gas reimbursement form.
CLAIMS AND ENCOUNTERS

Claims Filing

Transportation providers shall submit ground transportation claims to the transportation broker and air transportation claims to the LDH fiscal intermediary. Claims shall be submitted within 365 days of the date of service.

The transportation broker shall maintain a system that accepts electronic claim submissions and may not require providers to submit paper claims.

Encounter Submissions

The transportation broker shall submit encounters in compliance with the contract and the LDH System Companion Guide.

The transportation broker shall submit encounters for bus passes (e.g., daily pass, monthly pass) using procedure code A0110.
AMBULANCE OVERVIEW

Ambulance transportation is emergency or non-emergency medical transportation provided to Medicaid beneficiaries to and/or from a Medicaid provider for a medically necessary Medicaid covered service when the beneficiary’s condition is such that use of any other method of transportation is contraindicated or would make the beneficiary susceptible to injury. Ambulance services are not covered when another means of transportation could be utilized without endangering the individual’s health.

To participate in the Medicaid program, ambulance providers must meet the requirements of La. R.S. 40:1135.3. Licensing by the Louisiana Department of Health (LDH) Bureau of Emergency Medical Services is also required. Services must be provided in accordance with state law and regulations governing the administration of these services. Additionally, licensure is required for the medical technicians and other ambulance personnel by the LDH Bureau of Emergency Medical Services.

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</tr>
<tr>
<td>Nursing home residents</td>
<td>MCO</td>
<td>MCO for month of admission*; FFS Medicaid for subsequent months</td>
</tr>
<tr>
<td>Children in ICF-IIDs†</td>
<td>MCO</td>
<td>FFS Medicaid</td>
</tr>
<tr>
<td>Adults in ICF-IIDs†</td>
<td>FFS Medicaid^</td>
<td>FFS Medicaid</td>
</tr>
<tr>
<td>Excluded populations</td>
<td>FFS Medicaid^</td>
<td>FFS Medicaid</td>
</tr>
</tbody>
</table>

† Intermediate Care Facility for Individuals with Intellectual Disabilities
^ Southeastrans is currently authorizing and reimbursing for these transportation services covered by FFS Medicaid.
*During the single transitional month where an enrollee is both in a P-linkage and certified in LTC, the MCO will remain responsible for all transportation services that are not the responsibility of the nursing facility.

Reimbursement to ambulance providers shall be no less than the published Medicaid FFS rate in effect on the date of service, unless mutually agreed upon by the transportation broker and the transportation provider in the provider agreement.
Terms utilized in the published Medicaid fee schedule are defined as follows:

- **Basic Life Support (BLS):** Emergency medical care administered to the EMT-basic scope of practice.

- **Advanced Life Support (ALS):** Emergency medical care administered to at least the level of an emergency medical technician-paramedic's scope of practice.

- **Specialty Care Transport:** Interfacility transportation of a critically injured or ill beneficiary by a ground ambulance vehicle, including medically necessary supplies and services, at a level of service beyond the scope of the EMT-Paramedic.

Ambulance providers may bill for mileage to the nearest appropriate facility. Reimbursement for mileage will vary depending on whether the transport is for an emergency or non-emergency event.

Reimbursement for mileage will be limited to actual mileage from point of pick up to point of delivery. Mileage can only be billed for miles traveled with the beneficiary in the ambulance.

Refer to the Hospital Services provider manual for policies related to hospital-based ambulance services.
EMERGENCY AMBULANCE TRANSPORTATION

Emergency ambulance transportation is provided for a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in any of the following:

- Placing the health of the beneficiary (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part.

A beneficiary may also require emergency ambulance transportation if he or she is psychiatrically unmanageable or needs restraint.

Ambulance providers must retain documentation that appropriately supports that at least one of these criteria was met and that the beneficiary would be susceptible to injury using any other method of transportation. An ambulance trip that does not meet at least one of these criteria would be considered a nonemergency service and must be coded and billed as such.

Prior review or authorization is not permitted for emergency ambulance transportation.

Separate reimbursement for oxygen and disposable supplies will be made when medically necessary.

Ambulance Treatment in Place

Ambulance providers that are dispatched by an emergent call for service may determine upon the scene that a telehealth visit with a licensed medical professional, who is enrolled in Medicaid, is more appropriate than transportation to an emergency department. In this case, the treatment-in-place service may be rendered.

NOTE: Treatment in place is classified as an emergency transportation service. All provisions, including criteria and documentation to support the emergency determination, from the preceding section apply.
Both the telehealth claim and the ambulance treatment-in-place claim shall be payable by Medicaid. If the ambulance provider bills on behalf of the telehealth provider, the ambulance provider must bill the telehealth service separately from the treatment-in-place service and in accordance with the requirements below.

**Ambulance Telemedicine/Telehealth Claims**

The ambulance provider’s NPI must be enrolled in Medicaid as a Professional Service (claim type 04) billing provider.

The rendering provider’s NPI must be reported on the claim and enrolled in Medicaid as a licensed physician, physician assistant, or advanced practice registered nurse.

The claim must indicate place of service 02 and modifier 95.

Approved telemedicine/telehealth procedure codes for ambulance telemedicine/telehealth claims are listed in the following table:

<table>
<thead>
<tr>
<th>Category</th>
<th>Service</th>
<th>CPT Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluation and Management, Office or Other</td>
<td>New Patient</td>
<td>99201, 99202, 99203, 99204, 99205</td>
</tr>
<tr>
<td>or Other Outpatient Service</td>
<td>Established Patient</td>
<td>99211, 99212, 99213, 99214, 99215</td>
</tr>
</tbody>
</table>

**Ambulance Treatment in Place Claim**

The ambulance provider’s NPI must be enrolled in Medicaid as an Ambulance Service (claim type 07) billing provider.

Supply codes A0382 and A0398 are payable, but mileage (A0425) and other ambulance transportation services are not payable. Claims billed with non-payable ambulance treatment in place services shall be denied.

Claims must indicate treatment in place destination code “W” in the destination position of the origin/destination modifier combination.

Valid ambulance claim modifiers for treatment in place are listed in the following table:

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Origination Site</th>
<th>Destination</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Emergency Transportation to Hospital During Treatment in Place

If the beneficiary being treated in place has a real time deterioration in his or her clinical condition which necessitates immediate transport to an emergency department, the ambulance provider shall transport the beneficiary if appropriate.

In no instance may the ambulance provider be reimbursed for both an emergency transport to a hospital and an ambulance treatment-in-place service for the same incident.

Exclusions

Medicaid does not cover “Ambulance 911-Non-emergency” services (i.e., procedure code A0226). If the beneficiary’s medical condition does not present itself as an emergency in accordance with the criteria in this manual, the service may be considered a non-covered service by Medicaid.

Ambulance providers may bill beneficiaries for non-covered services only if the beneficiary was informed prior to transportation, verbally and in writing, that the service was not covered by Medicaid and the beneficiary agreed to accept the responsibility for payment. The transportation provider must obtain a signed statement or form which documents that the beneficiary was verbally informed of the out-of-pocket expense.
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.
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.
AIR AMBULANCE

Air ambulances may be used for emergency and non-emergency ambulance transportation when medically necessary. Licensure by the LDH Bureau of Emergency Medical Services is required. Licensure for air ambulance services is governed by La. R.S. 40:1135.8. Rotor winged (helicopters) and fixed winged emergency aircraft must be certified by the Bureau of Health Services Financing in order to receive Medicaid reimbursement.

All air ambulance services must comply with state laws and regulations governing the personnel certifications of the emergency medical technicians, registered nurses, respiratory care technicians, physicians, and pilots as administered by the appropriate agency of competent jurisdiction.

Air ambulance services are covered only if:

- Speedy admission of the beneficiary is essential and the point of pick-up of the beneficiary is inaccessible by a land vehicle; or

- Great distances or other obstacles are involved in getting the beneficiary to the nearest hospital with appropriate services.

If both land and air ambulance transport are necessary during the same trip, each type of provider will be reimbursed separately according to regulations for that type of provider.
Ambulance Memberships

Ambulance companies that are enrolled in Medicaid may not solicit Medicaid beneficiaries for membership fees for a subscription plan. Solicitation of such fees is a violation of Section 1916 of the Social Security Act and regulations at 42 C.F.R. §§ 447.15 and 447.56. If such membership fees are collected, the Medicaid beneficiary must be refunded in full, or the ambulance provider will be terminated from the program.

It is NOT a violation of the regulations when a Medicaid-enrolled ambulance company accepts membership fees if the Medicaid beneficiary voluntarily subscribes to the plan.

If a Medicaid-enrolled ambulance company’s subscription plan operates as an insurance policy, and the Medicaid beneficiary pays the fee, the fee is treated as an insurance premium and is not in violation of Medicaid regulations.
RETURN TRIPS AND TRANSFERS

Return Trips

When a beneficiary is transported to a hospital by ambulance on an emergency basis and is not admitted, the hospital shall request an NEMT return trip with the transportation broker unless the beneficiary meets the medical necessity requirements for NEAT.

Transfers

An ambulance transfer is the transport of a beneficiary by ambulance from one hospital to another. It must be medically necessary for the beneficiary to be transported by ambulance. The beneficiary must be transported to the most appropriate hospital that can meet his/her needs.

If the physician makes the decision that the level of care required by the beneficiary cannot be provided by the hospital, and the beneficiary has to be transported by the provider to another hospital, the transportation provider shall be reimbursed for both transfers once clean claims are submitted for the transfers.
CLAIMS AND ENCOUNTERS

Claims Filing

Ambulance providers shall submit claims using the CMS 1500 Health Insurance Claim Form (paper) or the 837P (electronic).

Ambulance providers shall submit claims for emergency ground ambulance and all air ambulance transportation to the LDH fiscal intermediary and non-emergency ground ambulance transportation to the transportation broker.

Claims shall be submitted within 365 days of the date of service.

Medicaid and Medicare Part B

Services for Medicare Part B beneficiaries should be billed to the Medicare carrier on the Medicare claim form. Medicare will make payment and cross the claim over to the fiscal intermediary for Title XIX payment.

Medicaid will not make payment on any claim denied by Medicare as not being medically necessary. Qualified Medicare Beneficiary (QMB) claims are included in this policy.

For trips that are not covered by Medicare but are covered by Medicaid, payment will not be made unless the claim is filed with the Medicare EOB attached stating the reason for denial by Medicare.

For claims that fail to cross over electronically, a hard-copy claim may be filed up to six months after the date of the Medicare EOB, provided that the claim was filed with Medicare within a year of the date of service.

Medicaid does a cost comparison of cross-over claims to determine if Medicare paid more than Medicaid for the claim. If this occurs and Medicare has paid more than Medicaid reimburses for the service, the claim will be “zero” paid and the ambulance provider will be considered paid in full. No balance may be collected from the beneficiary.
Ambulance Transportation Modifiers

When billing for procedure codes A0425-A0429 and A0433-A0434 for ambulance transportation services, the provider must also enter a valid 2-digit modifier at the end of the associated 5-digit procedure code. Different modifiers may be used for the same procedure code. **Spaces will not be recognized as a valid modifier for those procedures requiring a modifier.** The following table identifies the valid modifiers.

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DD</td>
<td>Trip from DX/Therapeutic Site to another DX/Therapeutic Site</td>
</tr>
<tr>
<td>DE</td>
<td>Trip from DX/Therapeutic Site to Residential, Domiciliary, Custodial Facility</td>
</tr>
<tr>
<td>DH</td>
<td>Trip from DX/Therapeutic Site to Hospital</td>
</tr>
<tr>
<td>DI</td>
<td>Diagnostic-Therapeutic Site/Transfer Airport Heli Pad</td>
</tr>
<tr>
<td>DP</td>
<td>Trip from DX/Therapeutic Site to Physician’s Office</td>
</tr>
<tr>
<td>DR</td>
<td>Trip from DX/Therapeutic Site to Home</td>
</tr>
<tr>
<td>DX</td>
<td>Trip from DX/Therapeutic Site to MD to Hospital</td>
</tr>
<tr>
<td>ED</td>
<td>Trip from an RDC or Nursing home to DX/Therapeutic Site</td>
</tr>
<tr>
<td>EH</td>
<td>Trip from an RDC or Nursing home to Hospital</td>
</tr>
<tr>
<td>EG</td>
<td>Trip from an RDC or Nursing home to Dialysis Facility (Hospital based)</td>
</tr>
<tr>
<td>EI</td>
<td>Residential Domicile Custody Facility/Transfer Airport Heli Pad</td>
</tr>
<tr>
<td>EJ</td>
<td>Trip from an RDC or Nursing home to Dialysis Facility (non-Hospital based)</td>
</tr>
<tr>
<td>EN</td>
<td>Trip from an RDC or Nursing home to SNF</td>
</tr>
<tr>
<td>EP</td>
<td>Trip from an RDC or Nursing home to Physician’s Office</td>
</tr>
<tr>
<td>ER</td>
<td>Trip from an RDC or Nursing home to Physician’s Office</td>
</tr>
<tr>
<td>EX</td>
<td>Trip from RDC to MD to Hospital</td>
</tr>
<tr>
<td>GE</td>
<td>Trip from HB Dialysis Facility to an RDC or Nursing Home</td>
</tr>
<tr>
<td>GG</td>
<td>Trip from HB Dialysis Facility to Dialysis Facility (Hospital Based)</td>
</tr>
<tr>
<td>GH</td>
<td>Trip from HB Dialysis Facility to Hospital</td>
</tr>
<tr>
<td>Modifier</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>GI</td>
<td>HB Dialysis Facility/Transfer Airport Heli Pad</td>
</tr>
<tr>
<td>GJ</td>
<td>Trip from HB Dialysis Facility to Dialysis Facility (non-Hospital Based)</td>
</tr>
<tr>
<td>GN</td>
<td>Trip from HB Dialysis Facility to SNF</td>
</tr>
<tr>
<td>GP</td>
<td>Trip from HB Dialysis Facility to Physician’s Office</td>
</tr>
<tr>
<td>GR</td>
<td>Trip from HB Dialysis Facility to Patient’s Residence</td>
</tr>
<tr>
<td>GX</td>
<td>Trip from HB Dialysis Facility to MD to Hospital</td>
</tr>
<tr>
<td>HD</td>
<td>Trip from Hospital to DX/Therapeutic Site</td>
</tr>
<tr>
<td>HE</td>
<td>Trip from Hospital to an RDC or Nursing Home</td>
</tr>
<tr>
<td>HG</td>
<td>Trip from Hospital to Dialysis Facility (Hospital Based)</td>
</tr>
<tr>
<td>HH</td>
<td>Trip from One Hospital to Another Hospital</td>
</tr>
<tr>
<td>HI</td>
<td>Hospital/Transfer Airport Heli Pad</td>
</tr>
<tr>
<td>HJ</td>
<td>Trip from Hospital to Dialysis Facility</td>
</tr>
<tr>
<td>HN</td>
<td>Trip from Hospital to SNF</td>
</tr>
<tr>
<td>HP</td>
<td>Trip from Hospital to Physician’s Office</td>
</tr>
<tr>
<td>HR</td>
<td>Trip from Hospital to Patient’s Residence</td>
</tr>
<tr>
<td>IH</td>
<td>Transfer Airport Heli Pad/Hospital</td>
</tr>
<tr>
<td>JE</td>
<td>Trip from NHB Dialysis Facility to RDC or Nursing Home</td>
</tr>
<tr>
<td>JG</td>
<td>Trip from NHB Dialysis Facility to Dialysis Facility (Hospital Based)</td>
</tr>
<tr>
<td>JH</td>
<td>Trip from NHB Dialysis Facility to Hospital</td>
</tr>
<tr>
<td>JI</td>
<td>NHB Dialysis Facility/Transfer Airport Heli Pad</td>
</tr>
<tr>
<td>JN</td>
<td>Trip from NHB Dialysis Facility to SNF</td>
</tr>
<tr>
<td>JP</td>
<td>Trip from NHB Dialysis Facility to Physician’s Office</td>
</tr>
<tr>
<td>JR</td>
<td>Trip from NHB Dialysis Facility to Patient’s Residence</td>
</tr>
<tr>
<td>JX</td>
<td>Trip from NHB Dialysis Facility to MD to Hospital</td>
</tr>
<tr>
<td>ND</td>
<td>Trip from SNF to DX/Therapeutic Site</td>
</tr>
</tbody>
</table>
**Modifier** | **Description**  
--- | ---  
NE | Trip from SNF to an RDC or Nursing Home  
NG | Trip from SNF to Dialysis Facility (Hospital based)  
NH | Trip from SNF to Hospital  
NI | Skilled Nursing Facility/Transfer Airport Heli Pad  
NJ | Trip from SNF to Dialysis Facility (non-Hospital based)  
NN | Trip from SNF to SNF  
NP | Trip from SNF to Physician’s Office  
NR | Trip from SNF to Patient’s Residence  
NX | Trip from SNF to MD to Hospital  
PD | Trip from a Physician’s Office to DX/Therapeutic Site  
PE | Trip from a Physician’s Office to an RDC or Nursing Home  
PG | Trip from a Physician’s Office to Dialysis Facility (Hospital based)  
PH | Trip from a Physician’s Office to a Hospital  
PI | Physician’s Office/Transfer Airport Heli Pad  
PJ | Trip from a Physician’s Office to Dialysis Facility (non-Hospital based)  
PN | Ambulance trip from the Physician’s Office to Skilled Nursing Facility  
PP | Ambulance trip from Physician to Physician’s Office  
PR | Trip from Physician’s Office to Patient’s Residence  
RD | Trip from the Patient’s Residence to DX/Therapeutic Site  
RE | Trip from the Patient’s Residence to an RDC or Nursing Home  
RG | Trip from the Patient’s Residence to Dialysis Facility (Hospital based)  
RH | Trip from the Patient’s Residence to a Hospital  
RI | Residence/Transfer Airport Heli Pad  
RJ | Trip from the Patient’s Residence to Dialysis Facility (non-Hospital based)  
RN | Trip from the Patient’s Residence to Skilled Nursing Facility
Modifier | Description
--- | ---
RP | Trip from the Patient’s Residence to a Physician’s Office
RX | Trip from Patient’s Residence to MD to Hospital
SH | Trip from the Scene of an Accident to a Hospital
SI | Accident Scene, Acute Event/Transfer Airport, Heli Pad
TN | Rural Area (for rotary wing emergency air ambulance trips only)

**Medicare Non-Covered Transportation Modifiers**

The following modifiers should be used when billing for transports that are non-covered services by Medicare. These modifiers **may be used ONLY with procedure codes A0425-A0429 and A0433-A0434** to allow the claim to bypass the Medicare edit and process as a Medicaid claim.

<table>
<thead>
<tr>
<th>Modifier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DD</td>
<td>Clinic/Free-standing Facility to Clinic/Free-standing Facility</td>
</tr>
<tr>
<td>DE</td>
<td>Clinic/Free-standing Facility to Nursing Home</td>
</tr>
<tr>
<td>DP</td>
<td>Clinic/Free-standing Facility to Physician</td>
</tr>
<tr>
<td>DR</td>
<td>Clinic/Free-standing Facility to Residence</td>
</tr>
<tr>
<td>ED</td>
<td>Nursing Home to Clinic/Free-standing Facility</td>
</tr>
<tr>
<td>EP</td>
<td>Nursing Home to Physician *</td>
</tr>
<tr>
<td>ER</td>
<td>Nursing Home to Residence</td>
</tr>
<tr>
<td>HP</td>
<td>Hospital to Physician</td>
</tr>
<tr>
<td>NP</td>
<td>Skilled Nursing Facility to Physician *</td>
</tr>
<tr>
<td>PD</td>
<td>Physician to Clinic/Free-standing Facility</td>
</tr>
<tr>
<td>PE</td>
<td>Physician to Nursing Home</td>
</tr>
<tr>
<td>PN</td>
<td>Physician to Skilled Nursing Facility</td>
</tr>
<tr>
<td>PP</td>
<td>Physician to Physician</td>
</tr>
<tr>
<td>PR</td>
<td>Physician to Residence</td>
</tr>
<tr>
<td>Modifier</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>RD</td>
<td>Residence to Clinic/Free-standing Facility</td>
</tr>
<tr>
<td>RE</td>
<td>Residence to Nursing Home</td>
</tr>
<tr>
<td>RP</td>
<td>Residence to Physician *</td>
</tr>
</tbody>
</table>

* These modifiers will bypass the Medicare edit for non-emergency transports ONLY.

**Encounter Submissions**

The transportation broker shall submit encounters in compliance with the contract and the LDH System Companion Guide.
All documentation, data, and/or records of the transportation broker related to the provision of medical transportation services shall be retained for at least ten years, or longer if those records are subject to review, audit, investigations or subject to an administrative or judicial action brought by or on behalf of the state or federal government. Under no circumstance shall such records be destroyed or disposed of, even after the expiration of the mandatory ten-year retention period, without prior written permission from LDH.
APPENDIXES

Appendixes in this section:

10.15.1 – Contact Information
## CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Louisiana Department of Health</td>
<td>Bureau of Health Services Financing</td>
</tr>
<tr>
<td>Bureau of Health Services Financing (Medicaid)</td>
<td>Attn: Program Operations and Compliance - Transportation</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 91030</td>
</tr>
<tr>
<td></td>
<td>Baton Rouge, LA 70821</td>
</tr>
<tr>
<td></td>
<td>Phone #: (225) 342-9566 or (225) 614-3222</td>
</tr>
<tr>
<td>Louisiana Department of Health</td>
<td>Bureau of Emergency Medical Services</td>
</tr>
<tr>
<td>Bureau of Emergency Medical Services (for Ambulance Licensing)</td>
<td>P.O. Box 3767</td>
</tr>
<tr>
<td></td>
<td>Baton Rouge, LA 70802</td>
</tr>
<tr>
<td></td>
<td>Phone #: (225) 342-9405</td>
</tr>
<tr>
<td></td>
<td>Fax #: (225) 342-0157</td>
</tr>
<tr>
<td>Transportation Broker</td>
<td>Southeastrans</td>
</tr>
<tr>
<td></td>
<td>4751 Best Road, Suite 300</td>
</tr>
<tr>
<td></td>
<td>Atlanta, GA 30337</td>
</tr>
<tr>
<td></td>
<td>Phone #: 1-855-325-7626</td>
</tr>
<tr>
<td>Fiscal Intermediary</td>
<td>For paper claims submissions:</td>
</tr>
<tr>
<td></td>
<td>Gainwell</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 91020</td>
</tr>
<tr>
<td></td>
<td>Baton Rouge, LA 70821</td>
</tr>
<tr>
<td></td>
<td>Phone #: 1-800-473-2783 or (225) 924-5040</td>
</tr>
<tr>
<td></td>
<td>For other requests or inquiries:</td>
</tr>
<tr>
<td></td>
<td>Gainwell Provider Relations</td>
</tr>
<tr>
<td></td>
<td>Correspondence Unit</td>
</tr>
<tr>
<td></td>
<td>P.O. Box 91024</td>
</tr>
<tr>
<td></td>
<td>Baton Rouge, LA 70821</td>
</tr>
<tr>
<td></td>
<td>Phone #: 1-800-488-6334 or (225) 928-5263</td>
</tr>
</tbody>
</table>