

# Repetitive Scheduled Non-Emergent Ambulance Transports Prior Authorization

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# Today's Presenters

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# Objectives

- To educate the Medicare ambulance community on the new Repetitive, Scheduled Non-Emergent Ambulance Transportation prior authorization process

# Agenda

- RSNAT Program
- Medical Necessity
- FAQs
- Resources

# Repetitive Scheduled Non-Emergent Ambulance Transport Prior Authorization Program

# Repetitive Ambulance Service Defined

- Medically necessary ambulance transportation that is
  - Furnished in three or more round trips (or six one way trips) during a ten day period, or
  - At least once per week for at least three weeks



# Prior Authorization - What Is It?

- A process of receiving provisional or nonaffirmation of coverage before service is rendered
  - Helps ensure applicable coverage, payment and coding rules are met
  - Not required - claims will suspend for prepayment review

# Overall Program Goal

- To ensure beneficiaries receive medically necessary care
  - While reducing spending
  - Minimizing risks of improper payment

# Timeline For MAC

- MACs will postmark a decision within ten business days – initial and resubmitted requests
  - Excluding federal holidays
  - A resubmitted request is a request resubmitted with additional documentation after the initial prior authorization request was nonaffirmed
- Two business days – expedited request

# Benefits

- Prior authorization does not create new clinical documentation requirements
  - Requires same information necessary to support payment, only earlier in the process
  - Suppliers can address claims prior to rendering services, thus avoiding an appeal process
  - Helps ensure requirements are met before service is rendered

# Voluntary Process

- Although this is a voluntary process, if prior authorization has not been requested by the fourth round trip, claims will be held for prepayment review
  - An Additional Documentation Request will be sent requesting all relevant documentation to be submitted

# Applicable Codes

- Program applies to the following HCPCS codes
  - A0428 – BLS nonemergency transport
  - A0426 – ALS nonemergency transport, level 1
  - A0425 – BLS/ALS mileage (associated – does not require prior authorization)

# Coverage

- May be covered if
  - Medical necessity requirements are met
    - Written order obtained from attending physician certifying medical necessity requirements are met
  - Must be dated no earlier than 60 days before date of transport
  - Physician Certification Statement completed
  - Documentation that supports service
    - This must be obtained prior to furnishing the service

# Physician Certification Statement

- Must be signed/dated by attending physician on date completed
  - Signature, credentials, date, must be legible
  - Prefix “Dr.” is a title, not a credential
- Stamped signatures/file signatures not acceptable
  - CMS would permit use of a rubber stamp for signature in accordance with the Rehabilitation Act of 1973 - author with physical disability has to provide proof of their inability to sign due to their disability



# Physician Certification Statement

- Cannot be dated more than 60 days in advance of requested start date
- Information must be verifiable
- Medical documentation attached supporting PCS
  - PCS does not, by itself, demonstrate transports are medically necessary

# Submitting Prior Authorization Request


- Must include all relevant documentation to support coverage
  - PCS should include certifying physician name, NPI, PTAN and address
  - Procedure codes
  - Number of transports requested
    - Note: Prior authorization decision may affirm up to 40 round trips per request in a 60-day period

# Submitting Prior Authorization Request


- Medical record documentation supporting medical necessity
- Origin and destination information
- Any other relevant documentation deemed necessary by the A/B MAC

# Prior Authorization Form

Please Do Not Copy. Please Do Not Use Staples



A CMS Medicare Administrative Contractor  
<http://www.NGSMedicare.com>



CENTER FOR MEDICARE & MEDICAID SERVICES

**Prior Authorization Request for Repetitive, Scheduled  
Non-Emergent Ambulance Transports Medicare Part B Fax/Mail Coversheet**

**Fields with an asterisk(\*) are required**

# Pages included: \_\_\_\_\_

Request Type (check one)\*: ☐ Initial ☐ Resubmission ☐ Expedite

If you selected "resubmission", please provide previous UTN: \_\_\_\_\_

If you selected "expedite", please explain why the normal time frame jeopardizes the life or health of the beneficiary. Medical documentation must also support the need for an expedited review.\*

Number of transports requested (round trip = 2 transports)\*: \_\_\_\_\_

\*Start of 60-day period (mm/dd/yyyy): \_\_\_\_\_

Procedure code(s): \_\_\_\_\_ Modifier 1: \_\_\_\_\_ Modifier 2: \_\_\_\_\_

**Ambulance Supplier Information**

\*Supplier Name: \_\_\_\_\_

\*Supplier NPI: \_\_\_\_\_ Supplier PTAN: \_\_\_\_\_

\*Supplier Address: \_\_\_\_\_

\*Supplier City: \_\_\_\_\_ \*Supplier State: \_\_\_\_\_ \*Supplier Zip: \_\_\_\_\_

\*State where ambulance is garaged: \_\_\_\_\_

**Beneficiary Information**

\*Last Name: \_\_\_\_\_ \*First Name: \_\_\_\_\_

\*Medicare Beneficiary Identifier: \_\_\_\_\_

\*Date of Birth (MM/DD/YYYY): \_\_\_\_\_

Beneficiary Address: \_\_\_\_\_

**Certifying Physician Information**

Certifying Physician Name: \_\_\_\_\_

Certifying Physician NPI: \_\_\_\_\_ Certifying Physician PTAN: \_\_\_\_\_

Certifying Physician Address: \_\_\_\_\_

Certifying Physician City: \_\_\_\_\_ Certifying Physician State: \_\_\_\_\_ Certifying Physician Zip: \_\_\_\_\_

**Requester/Contact Information**

Fax number (if a decision letter by fax is requested): \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact Phone/Ext.: \_\_\_\_\_

\*Requester Name: \_\_\_\_\_ \*Requester Phone/Ext.: \_\_\_\_\_

\*Requester Email: \_\_\_\_\_

\*Requester Signature: \_\_\_\_\_ \*Date: \_\_\_\_\_

\*J6 Fax: 717-565-3840

Mail to: National Government Services, Inc.  
Attn: Medical Review PAR  
PO Box 7108 Indianapolis, IN 46207-7108

# Number of Trips

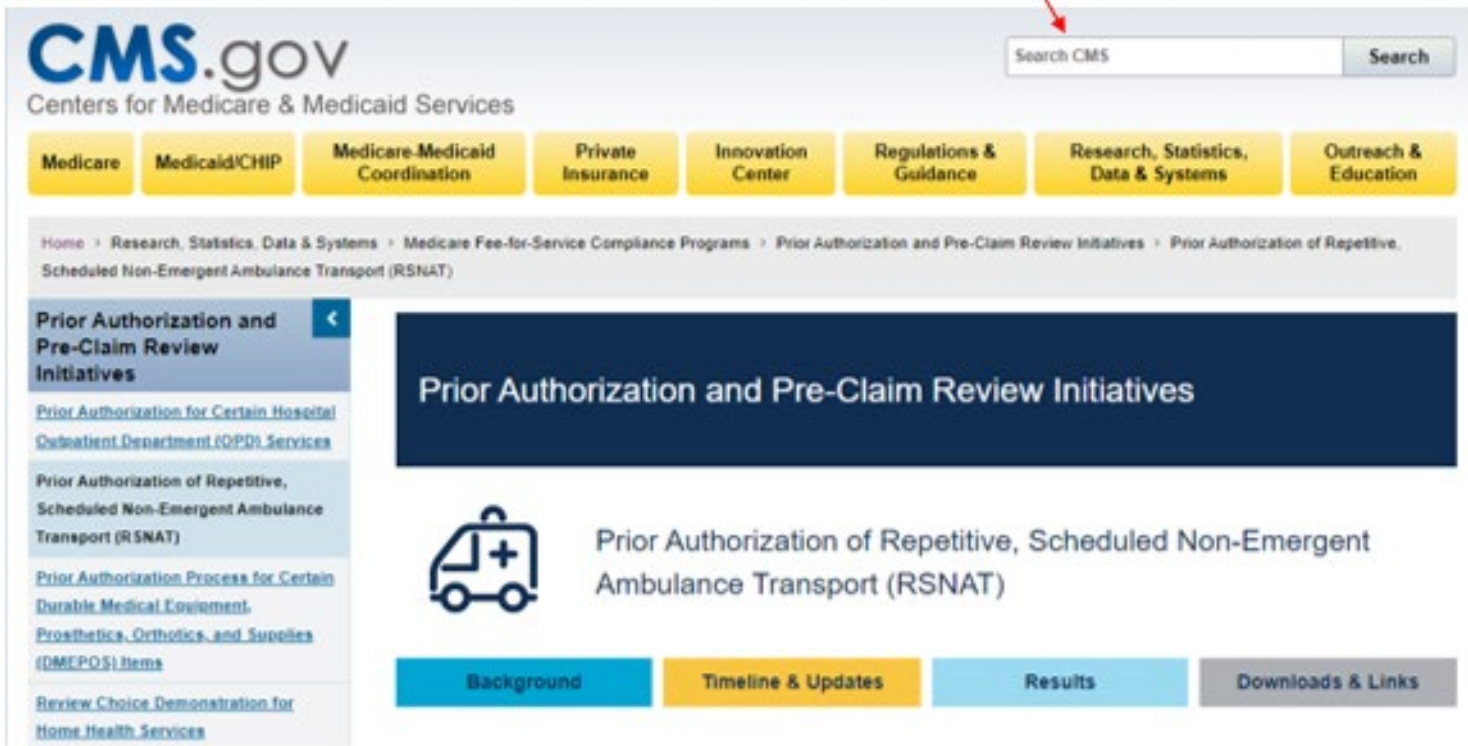
- A provisional affirmative PA decision affirms a specified number of trips within a specific amount of time
  - May affirm up to 40 round trips in a 60-day period
  - May affirm less than 40 round trips or a request that seeks to provide a specified number of transports
    - 40 round trips or less – in less than a 60 day period
  - A provisional affirmative decision can be for all or part of the requested number of trips

# Patients With Chronic Conditions

- MACs may consider an extended affirmation period with chronic conditions deemed not likely to improve
  - May affirm up to 120 round trips (240 one-way trips) per request in a 180-day period
  - Suppliers are still responsible for maintaining a valid PCS

# Dear Physician/Practitioner Letter

- [CMS Website](#) > RSNAT (in search bar)



The screenshot shows the CMS.gov website. At the top, the CMS.gov logo is displayed with the text "Centers for Medicare & Medicaid Services". To the right of the logo is a search bar labeled "Search CMS" with a "Search" button. Below the logo is a navigation menu with several yellow buttons: Medicare, Medicaid/CHIP, Medicare-Medicaid Coordination, Private Insurance, Innovation Center, Regulations & Guidance, Research, Statistics, Data & Systems, and Outreach & Education. Below the navigation menu is a breadcrumb trail: Home > Research, Statistics, Data & Systems > Medicare Fee-for-Service Compliance Programs > Prior Authorization and Pre-Claim Review Initiatives > Prior Authorization of Repetitive, Scheduled Non-Emergent Ambulance Transport (RSNAT). On the left side, there is a sidebar with a blue header "Prior Authorization and Pre-Claim Review Initiatives" and a list of links: "Prior Authorization for Certain Hospital Outpatient Department (OPD) Services", "Prior Authorization of Repetitive, Scheduled Non-Emergent Ambulance Transport (RSNAT)", "Prior Authorization Process for Certain Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Items", and "Review Choice Demonstration for Home Health Services". The main content area has a dark blue header "Prior Authorization and Pre-Claim Review Initiatives" and a sub-header "Prior Authorization of Repetitive, Scheduled Non-Emergent Ambulance Transport (RSNAT)" with an ambulance icon. Below the sub-header are four buttons: Background, Timeline & Updates, Results, and Downloads & Links.

# Dear Physician/Practitioner Letter

## Downloads & Links

### Downloads

- [Ambulance Prior Authorization Issues \(PDF\)](#)
- [Ambulance Prior Authorization Physician/Practitioner Letter \(PDF\)](#)
- [CMS Partners Fact Sheet \(PDF\)](#)
- [Ambulance Prior Authorization Operational Guide \(PDF\)](#)
- [Spending and Affirmation Rate Results 10-19-2021 \(PDF\)](#)
- [Spending and Affirmation Rate Results 11-18-2020 \(PDF\)](#)
- [Spending and Affirmation Rate Results 11-06-2019 \(PDF\)](#)
- [Spending and Affirmation Rate Results 10-26-2018 \(PDF\)](#)
- [Spending and Affirmation Rate Results 02-12-2018 \(PDF\)](#)
- [Spending and Affirmation Rate Results 04-07-16 \(PDF\)](#)
- [Ambulance Prior Authorization Expansion Beneficiary Letter Mailed November 2015 \(PDF\)](#)

### Related Links

- [Ambulance Prior Authorization Model Second Interim Evaluation Report](#)
- [Ambulance Prior Authorization Model First Interim Evaluation Report](#)
- [JL \(DC, DE, MD, NJ & PA\) MAC Novitas' Ambulance Prior Authorization Website](#)
- [JM \(NC, SC, VA & WV\) MAC Palmetto's Ambulance Prior Authorization Website](#)
- [Federal Register Notice Expansion 2020](#)
- [Federal Register Notice 1-Year Extension 2019](#)
- [Federal Register Notice 1-Year Extension 2018](#)
- [Federal Register Notice 1-Year Extension 2017](#)
- [Federal Register Notice 2015](#)
- [Federal Register Notice 2014](#)
- [MLN Matters Article - Overview of the Repetitive Scheduled Non-Emergent Ambulance Prior Authorization Model \(PDF\)](#)



# Medical Record Criteria

- Needs to be
  - Current
  - Legible
  - Specific
  - Patient identification on each page
  - Physician/nonphysician practitioner identification with signature and credentials
  - Must support PCS statement

# Medical Record Criteria

- Must be specific
  - Avoid vague statements (“shortness of breath”)
    - Provide clinical assessment data with findings
- Bed confinement (must meet all three)
  - [CMS IOM Publication 100-02, Medicare Benefit Policy Manual, Chapter 10](#) describes bed confined as the patient
    - Cannot get up from bed without assistance
    - Inability to ambulate
    - Inability to sit in a chair/wheelchair
  - Clinical assessment data must explain why the patient cannot perform the above on their own

# Bed Confined

- A narrative description describing reason term “bed confined” is being used should also be provided, e.g.
  - Requires advanced airway management
  - Requires restraints to prevent injury to self/others
  - Patient morbidly obese which requires additional personnel/equipment to handle

# Medical Documentation

- Should provide sufficient information to support prior authorization request and PCS
- Should reveal medical necessity of type/level of transport services
- Reveal exact origin and destination address
- Specify the beneficiary, provider and date of service
- Capture “what” and “why” of patient’s condition
- Should not contradict the PCS

# Medical Documentation

- Support ICD-10 diagnoses on PCS with clinical assessment data and objective findings
- Legible
- Dated prior to the requested start date of transports
  - Patients with chronic conditions that do not change – recent medical documentation must be available to indicate chronic or progressively worsening needs

# Some Medical Documentation Examples

- Doctor's progress notes
- Nursing notes
- History and physical exam
- Physical/occupational therapy notes
- Home health care notes
- ESRD monthly capitation payment provider notes

# Methods to Submit to Your MAC

- Four options available

1. [NGSConnex](#)
2. Electronic Submission of Medical Documentation (esMD)
3. Fax
4. Mail

# Mailing Addresses and Fax Numbers

- J6 and JK

National Government Services

Attn: Medical Review Prior Authorization Request

PO Box 1708

Indianapolis, IN 46207-7108

- Fax

- J6: 717-565-3840

- JK: 315-442-4178



# Mailing Address – Overnight Mail

- FedEx, UPS, DHL, etc.  
National Government Services, Inc.  
8115 Knue Road  
Indianapolis, IN 46250  
Attn: Mail and Distribution

# Top Reasons for Nonaffirmation

- PCS was not submitted
  - Not signed
  - Missing credentials
  - Incomplete
  - More than 60 days prior to requested start date
- Medical documentation not submitted with PCS
  - Did not support what was included on PCS
  - Did not support patient's condition
  - Did not include patient's name
  - Not legible
  - Dated (not current)

# Medical Necessity

# Medical Necessity – 42CFR 140.40(d)(1)

- “Medical necessity is established when the patient's condition is such that use of any other method of transportation is contraindicated. In any case in which some means of transportation other than an ambulance could be used without endangering the individual's health, **whether or not such other transportation is actually available, no payment may be made for ambulance services.**”
- [CMS IOM Publication 100-02, \*Medical Benefit Policy Manual\*, Chapter 10, “Ambulance Services,” Section 10.2.1](#)

# “Medically Necessary” Versus “Reasonableness”

- Medical necessity refers to whether the patient medically requires transport by ambulance
- Reasonableness refers to whether the transport was appropriate in the first place
- [CMS IOMs, Publication 100-02, \*Medical Benefit Policy Manual\*, Chapter 10, “Ambulance Services”, Section 10.2.2 – Reasonableness of the Ambulance](#)

# Medical Necessity

- Condition is such that use of any other method of transportation is contraindicated
- Documentation must be kept on file and presented to MAC
- Presence (or absence) of a physician's order for transport by ambulance does not prove (or disprove) whether transport was medically necessary
  - Must meet all program coverage criteria in order for payment to be made

# Frequently Asked Questions

# FAQ

- Are hospital-based ambulance providers included in the model?
  - No, hospital-based ambulance providers owned and/or operated by a hospital, critical access hospital, skilled nursing facility, comprehensive outpatient rehabilitation facility, home health agency, or hospice program are not included in this model and should not request prior authorization.



# FAQ

- Is prior authorization necessary for beneficiaries during a covered Medicare Part A stay?
  - If the ambulance transport is included in the bundled Part A payment and is not billed separately to Medicare by the ambulance supplier, prior authorization is not necessary.
  - Transports of beneficiaries in a SNF are subject to prior authorization if the ambulance transport is not included in the bundled SNF payment and an independent ambulance supplier is providing the transport.

# FAQ

- Are patients in SNFs subject to prior authorization?
  - Yes – if the transport is not included in the bundled SNF payment and an independent ambulance supplier is providing the transport.

# FAQ

- Who completes the PCS?
  - The patient's attending physician is responsible for completing, signing (with credentials) and dating the PCS.

# FAQ

- How do I know if a PCS is valid?
  - The PCS cannot be dated more than 60 days in advance of the requested start date.
  - The attending physician must sign and date the PCS on the day they completed it.
  - The PCS cannot be pre or post-dated.
  - The PCS cannot be copied to be used repeatedly.

# FAQ

- How soon can a prior authorization request be submitted?
  - The PCS must indicate the requested start date, and should not be completed any sooner than 60 days in advance.

# FAQ

- What is the latest date a prior authorization request can be submitted?
  - Suppliers should submit prior authorization requests 10-15 days before the start of the RSNAT, to avoid claim processing delays.

# FAQ

- What happens if we do not request a prior authorization?
  - For repetitive nonemergent ambulance services, an ADR will be sent by the MAC requesting medical records that support each date of service billed.

# FAQ

- Is there a tracking number assigned for each prior authorization?
  - Yes, a Unique Tracking Number (UTN) will be listed on the decision notice and must be submitted on the claim.
  - Valid for the affirmed number of trips indicated on the decision letter.
  - Invalid UTNs will result in claim denial.
  - If additional trips are needed, a new authorization request must be submitted to obtain a new UTN.



# FAQ

- Who is responsible for submitting the prior authorization request?
  - The ambulance supplier or patient.

# FAQ

- Where on the claim should the tracking number be written?
  - Electronic 837 – 2300 claim information loop in the Prior Authorization Reference (REF) segment.
  - 1500 – Must populate the first 14 positions in item 23.

# FAQ

- What happens if the patient needs more than 60 days?
  - In order to avoid an expiration of the current authorization, the supplier may submit a subsequent prior authorization request no later than ten business days before the end of the original request.
  - The start date should be after the end of the prior 60-day request.

# FAQ

- Will multiple prior authorizations be required if the patient has more than one medical condition requiring repetitive transport?
  - No – the prior authorization covers up to 40 round trips in a 60-day period, regardless of the treatment they receive at their destination.
    - Transports must be medically necessary
    - Medical records must support transport

# FAQ

- Can another ambulance supplier perform the transport if we are not available to perform it?
  - Yes – the MAC will send an ADR to review the medical documentation before processing the claim.

# FAQ

- How will I know if the patient already has an existing prior authorization for another ambulance supplier?
  - You should ask the patient – a decision notification copy was also sent to them.
  - If you submit a prior authorization request, you will receive a decision letter stating they already have one for the dates requested.

# FAQ

- What happens if the patient requires more than 40 round trip transports in the 60-day period?
  - The prior authorization covers up to 40 round trips by one supplier per 60-day period. If more transports are needed, a subsequent prior authorization request should be submitted outlining the medical necessity requirements.

# FAQ

- What do I do if my prior authorization request was denied?
  - The decision letter will explain why your request was denied. You should take the necessary action required and resubmit.



# FAQ

- After the expiration of a prior authorization request, does the physician have to provide new medical record documentation to submit a subsequent request?
  - Medical records should describe the patient's current condition to prove medical necessity.
  - PCS should reflect appropriate date(s) and cannot be dated more than 60 days in advance.

# FAQ

- If the PCS is very detailed, will it suffice without medical documentation?
  - No – medical documentation must also be submitted along with the PCS.
  - PCS should contain reason(s) why transport by any other means is contraindicated.

# FAQ

- Who should supply the medical records required for a prior authorization request?
  - The patient's clinician creates and provides the documentation.
  - Medical records should not be created by a supplier for the clinician to sign.

# FAQ

- Does the referring physician on the prior authorization request form have to match the certifying physician on the PCS?
  - Yes – both names must match.

# FAQ

- If the level of service changes from BLS to ALS, is a new prior authorization required?
  - Yes

# FAQ

- How do I request an extended affirmation period for patients with chronic conditions?
  - MAC discretion to allow.
  - Medical records must indicate condition is chronic.
  - MAC must establish through two previous authorization requests the patient's condition has not changed or has deteriorated from previous requests.

# FAQ

- What do I do if certifying physician does not provide additional documentation?
  - Send provider CMS created information letter to remind them of their responsibility.
  - If still not provided, notify MAC or CMS
    - Physicians/facilities who show pattern of noncompliance may be subject to increased reviews.

# Resources





# Resources

- [CMS Prior Authorization of Repetitive, Scheduled Non-Emergent Ambulance Transport](#)
- [Repetitive, Scheduled Non-Emergent Ambulance Transport \(RSNAT\) Prior Authorization Model Frequently Asked Questions](#)
- [RSNAT Prior Authorization Model Physician/Practitioner Letter](#)
- [Repetitive, Scheduled Non-Emergent Ambulance Transport Prior Authorization Model Operational Guide](#)

# Thank You!

- Follow-up email
  - Attendees will be provided a Medicare University Course Code
- Questions?

