



# Emergency Triage, Treat and Transport (ET3)

Alison K. Lovell, NREMT, WEMT

Education Manager, DFSM-AHCCCS

# ET3 Components

- 1. Transport of Member to Alternate Destination** (e.g. urgent care center, BH provider, or PCP's office)
- 2. Treatment in Place/Triage by Qualified Health Care Practitioner** (e.g. medical triage of member via telehealth, with EMS personnel assisting as needed)
- 3. Treatment in Place by a Qualified Health Care Practitioner *In Person*** (e.g. EMS personnel provide treatment at member's existing location, using standing orders)

# What is ET3?

- Emergency Triage, Treat, and Transport (also known as ET3) is a payment model designed to reduce unnecessary transport to emergency departments
- ET3 seeks to remedy the challenges currently faced by EMS providers by providing greater flexibility to ambulance care teams following a 911 call
- AHCCCS ET3 will be effective 10/1/21, subject to CMS approval

# ET3 Goals

- **Increasing efficiency in EMS system** to more readily respond to/ focus on high-acuity cases, e.g. heart attacks and strokes, by reducing unnecessary transports to Emergency Rooms;
- **Increasing Quality of Care** by:
  - **Providing person-centered care** to deliver appropriate level of care safely at right time/place, while giving members greater control of healthcare through availability of more options;
  - **Encouraging appropriate utilization of services** to meet health care needs effectively;
  - **Reducing unnecessary costs**

# Who Can Participate in AHCCCS ET3?

- Any AHCCCS Registered Emergency Transportation Provider (**Provider Type 06**) has the opportunity to participate in ET3
  - Provider type 06 includes Tribal EMS providers
- Providers will participate by in ET3 by:
  - Adhering to AHCCCS ET3 Policy
  - Billing appropriate codes with proper modifier

## How Does ET3 Impact Members?

- Members have greater control of their healthcare through availability of more options
- Members who do not need an ED level of care currently endure long wait times due to being triaged as a lower priority
  - Alternative destinations should result in shorter wait times prior to members receiving care
  - Reducing unnecessary utilization of EDs should result in shorter wait times for persons needing ED level of care
- Members have greater continuity of care and coordination of care by using their PCP or specialists as opposed to the ED

# How Does ET3 Impact Providers?

- Increased efficiency in the EMS system, by:
  - Allowing EMS providers to provide treatment in place (when clinically appropriate) and reducing unnecessary transports;
  - Allowing EMS providers to transport members to alternate destinations when a different level of care is appropriate, reducing member/provider wait times in EDs;
  - Freeing up EDs for patients who require that level of care;
  - Helping EMS entities establish triage line for low-acuity 911 calls; and
  - Getting ambulances back in service more quickly, to more readily respond to and focus on high-acuity cases
- Permits reimbursement for triage, treat, and/or transport to an alternative site
- Easy for AHCCCS-registered emergency transport providers to participate

# ET3 Resources

## AHCCCS ET3 Updates Page

- <https://www.azahcccs.gov/AHCCCS/Initiatives/ET3/>

## Fee-for Service Provider Billing Manual

- [Transportation Chapter](#)
  - ET3 Updates Coming Soon

## AHCCCS Medical Policy Manual (AMPM)

- [AMPM 310-BB, Transportation](#)
  - ET3 Updates Coming Soon



Thank you

Alison Lovell

[Alison.lovell@azahcccs.gov](mailto:Alison.lovell@azahcccs.gov)

602-417-4850