



Behavioral Health Non- Emergency Medical Transportation (BH NEMT)

February 28, 2017
Gold Room
2:00 p.m. – 3:30 p.m.

AHCCCS UPDATE

AHCCCS DFSM has transitioned to being the direct payer of all Tribal Regional Behavioral Health Authority (TRBHA) claims for covered BH services effective **January 1, 2017**.

TRBHA members are part of AHCCCS' Fee-For-Service (FFS) population therefore TRBHA NEMT claims are subject to AHCCCS Fee-For-Service authorization requirements.

New Fee-For-Service Authorization Requirements

Effective January 1, 2017

Non IHS/638 NEMT providers transporting TRBHA members, one way, round trip, and or multiple trips totaling to over 100 miles per day by the same provider must receive prior authorization (PA) for the transport.

BH transports must be to and from a covered BH service.

(continuation) New Fee-For-Service Authorization Requirements

Effective January 1, 2017

PA requests for same day one way, round trip, or multiple trip NEMT that exceed 100 miles:

1. Must be in place even if the member has a BH diagnosis.
2. NEMT for BH services must contain a valid BH diagnosis.
3. Must be submitted prior to service delivery, on or before the day of service in order for the request to be considered timely.
4. Must indicate the type of medical or BH service.
5. Can be submitted using the AHCCCS Online web portal and or via fax.

Note: IHS/638 providers are not subject to FFS authorization requirements.

How to submit PA requests: Online web portal (preferred method)

The online web portal allows for prompt processing of requests and is the preferred method for PA request submission:

The AHCCCS Online portal for prior authorizations 24 hours/7 days a week:
<https://azweb.statemedicaid.us/Account/Login.aspx?ReturnUrl=%2f>

Documentation can be attached to the PA request via the web portal.

Web requests must include entry of all authorization levels which include: Case, Event, and Activity level.

How to submit PA requests: Fax (alternate method)

Authorization requests may also be submitted by fax, although this is not the preferred method of PA submission.

Faxed requests must include a completed FFS Request Form. Forms containing inaccurate or incomplete information may be returned.

You may FAX an authorization request to the Transportation Unit at:
(602) 254-2431 24 hours/7 days a week

The FFS request form must be used as the FIRST (cover page) of the fax or the Transportation Unit will not receive the PA request.

The FFS forms can be found at:

<https://www.azahcccs.gov/PlansProviders/RatesAndBilling/FFS/priorauthorizationforms.html>

Provider Listing

Here is the link to the AHCCCS Provider Listing:

<https://www.azahcccs.gov/Members/ProgramsAndCoveredServices/ProviderListings/>

If you require individualized training, please send your requests via email to:

ProviderTrainingFFS@azahcccs.gov

If you have questions about the NEMT PA process, please contact Transportation at:

602-417-4400 (option 1) or
1-800-433-0425 (outside Phoenix area)
602-254-2431 (Transportation Fax)



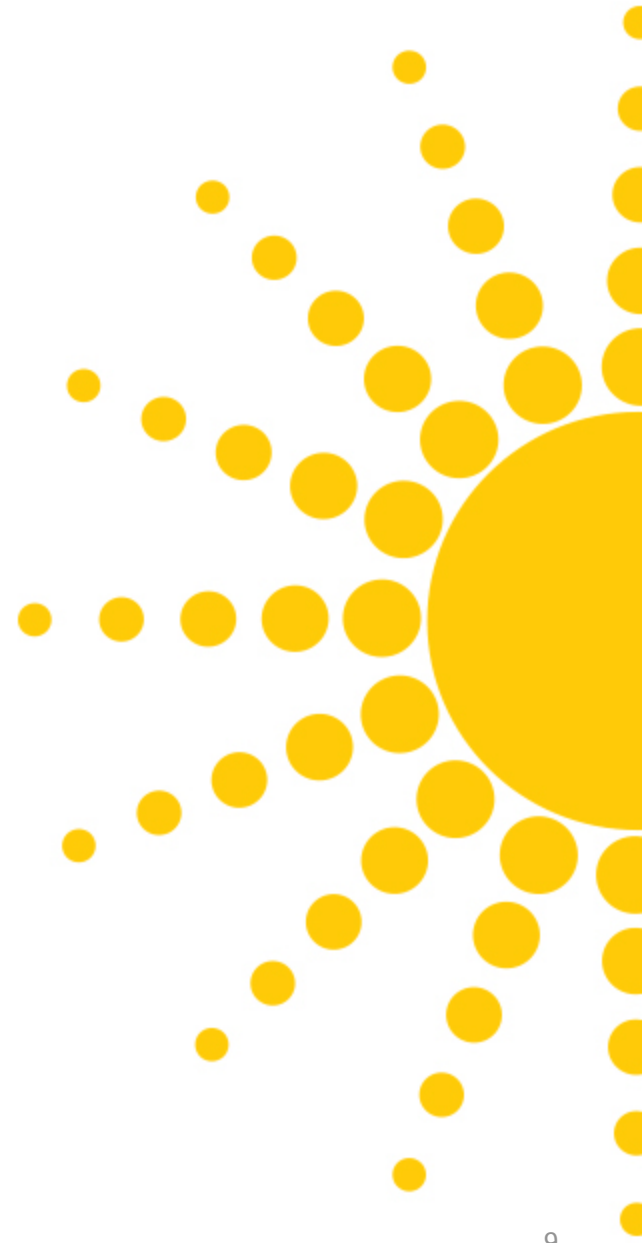
Please take a few minutes to complete a survey on today's training session.

We appreciate your feedback. Here is the survey link:

<https://www.surveymonkey.com/r/FZT7XPM>



Questions?



Thank You.

