

Important Change to the Ambulance Reimbursement Policy

To help you submit clean and correct claims, UnitedHealthcare Community Plan is clarifying the coding rules for our Ambulance Reimbursement Policy. We're also sharing an important update for 2018.

To help ensure your claims are reimbursed, please following these coding guidelines:

- Only ambulance care providers or suppliers are eligible for reimbursement of ambulance services. Those services should be reported with Healthcare Common Procedure Coding System (HCPCS) codes A0021 and A0225-A0999.
- Non-ambulance care providers or other provider specialties, such as emergency room physicians, cannot be reimbursed for rendering ambulance services. They should submit claims with the CPT[®] and/or HCPCS codes that accurately describe their services and procedures outside of HCPCS code A0021 and the A0225-A0999 range.

Policy Changes for 2018

As of Jan.1, 2018, non-ambulance care providers will no longer be reimbursed for code A0425, which refers to ground mileage, per statute mile. Only ambulance care providers or suppliers should submit claims with this code.

This reimbursement policy aligns with the Centers for Medicare & Medicaid Services (CMS), CMS Manual System and other CMS publications. Once implemented, you'll find the updated policy at UHCCommunityPlan.com > For Health Care Professionals > (your state) > Reimbursement Policies.

We're Here to Help

If we can answer any questions for you, please call Provider Services.

Note Regarding Reimbursement Policies

As with all UnitedHealthcare Community Plan policies, other factors affecting reimbursement may supplement, modify or in some cases supersede this policy. These factors include but are not limited to federal and/or state regulatory requirements, physician or other provider contracts, and/or the member's benefit coverage documents.

Unless otherwise noted as follows, these reimbursement policies apply to services reported using the CMS-1500 or its electronic equivalent, or its successor form.

UnitedHealthcare Community Plan reimbursement policies do not address all issues related to reimbursement for services rendered to our members, such as the member's benefit plan documents; our medical policies; and the UnitedHealthcare Community Plan Physician, Health Care Professional, Facility and Ancillary Provider Administrative Guide. Meeting the terms of a particular reimbursement policy is not a guarantee of payment. Likewise, retirement of a reimbursement policy affects only those system edits associated with the specific policy being retired. Retirement of a reimbursement policy is not a guarantee of payment. Other applicable reimbursement and medical policies and claims edits will continue to apply.

In the event of an inconsistency or conflict between the information in this Provider Notification and the posted policy, the provisions of the posted reimbursement policy prevail. If you have any questions, please contact your Health Plan Representative or call the number on your Provider Remittance Advice/Explanation of Benefits.