



May 6, 2020

Web Announcement 2187

### **Attention Provider Type 32 (Ambulance, Air or Ground):**

## **Denied Emergency Medical Transportation Claims**

Ground Emergency Medical Transportation (GEMT) services, billable by provider type (PT) 32 ambulance providers, were carved out of the Managed Care Organization (MCO) contracts and are now billed as Fee-for-Service Medicaid. Some GEMT claims for MCO-enrolled recipients with dates of service on or after January 1, 2020, were denied with Explanation of Benefits (EOB) code 0038/error code 2017 (Client services covered by HMO plan). However, claims with dates of service on or after January 1, 2020, submitted after April 13, 2020, are no longer denying with EOB code 0038/error code 2017.

- Ground transportation claims submitted by PT 32 with procedure code A0434 (Specialty care transport) for MCO-enrolled recipients with dates of service on or after January 1, 2020, and submitted through April 13, 2020, that denied with EOB code 0038/error code 2017 will need to be resubmitted by the provider by August 30, 2020. Submit claims using a U4 modifier followed by a two-alpha character modifier indicating the origination (e.g., recipient's home) and destination (e.g., hospital) of the recipient.

A0434 claims for air transports will need to be submitted to the MCO in which the recipient was enrolled at the time of transport.

Providers with claims outside of timely filing will need to resubmit the claims on the Provider Web Portal and include an attachment requesting review of timely filing per Web Announcement 2187 or Known Issue 123. Known Issue 123 on the [Known Issues](#) list has been updated with the current details.

- Claims for all other GEMT services procedure codes (other than procedure code A0434) with dates of service on or after January 1, 2020, and submitted through April 13, 2020, that denied with EOB code 0038/error code 2017 will be automatically reprocessed. These claims do not need to be resubmitted or appealed. A future web announcement will notify providers when the impacted claims will be reprocessed.