

May 07, 2024

Notice: Non-Emergency Medical Transportation Providers Billing Requirements

Subject: Completion of the AHCCCS NEMT Daily Trip Report and Claims Billing Resources

This communication is directed to AHCCCS registered providers who are approved to render Non-Emergency Medical Transportation services for AHCCCS Fee-for-Service enrolled members. Per R9-22-703 Payments by the Administration: The Administration may conduct prepayment and post payment review of any claims, including but not limited to hospital claims.

Prepayment and post payment review entails the review of claim data, documentation and eligibility before claims are paid to ensure accuracy and compliance with the Medicaid program. Prepayment and post payment review is also completed to identify Fraud, Waste and Abuse, reduce billing errors including completing the AHCCCS Daily Trip Report.

The AHCCCS Division of Fee-for-Services Management, has compiled a list of resources to help explain important guidelines for proper claim submission and completing the AHCCCS Daily Trip report.

Training Resources How to Complete AHCCCS Daily Trip Report:

[AHCCCS Daily Trip Report Reminders May 2024](#)
[Exhibit 14-2 NEMT Daily Trip Report Instructions](#)

The 275 Transaction Insight Portal (TIBCO) application is used by many NEMT providers to upload the trip reports to the NEMT claim submission. Learn more click on the links below.

[275 Transaction Insight Portal Set Purpose Code 11 Training](#)
[Quick Training Guide How to use the Transaction Insight Portal](#)

To help providers understand the FFS denial reason codes, AHCCCS has created the Edit Resolution Guide. The guide includes descriptions and steps to take to help resolve the claim. New denial edits and descriptions are added periodically to the guide.

[Claim Denial Resolution Guide](#)

NEMT Billing, Policy and Provider Training resources:

[AMPM Policy 310-BB Transportation](#)
[DFSM Provider Training Web Page](#)
[IHS Provider Billing Manual, Chapter 11 Transportation](#)
[FFS Provider Billing Manual, Chapter 14 Transportation](#)

Thank you,



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