AHCCCS Transportation Policy Questions and Answers
Medically Necessary Non-Emergency Transportation (NEMT) Services are Covered Under the Following Conditions:

- The medical or behavioral health service for which the transportation is needed is a covered AHCCCS service.
- The member is not able to provide, secure or pay for their own transportation, and free transportation is not available, and
- The transportation is provided to and from the nearest appropriate AHCCCS registered provider.
AMPM Policy 820 W Transportation
Prior Authorization (PA)

- PA is required for medically necessary NEMT when the mileage is greater than 100 miles round trip. PA is not required for IHS/638 providers.
- Transportation is limited to the cost of transporting the member to the nearest appropriate AHCCCS registered provider capable of meeting the member’s medical needs.
- Transportation must only be provided to transport the member to and from the required covered medical service.
AMPMD Policy 820 W Transportation
Prior Authorization (PA)

- For AI members, the transportation is provided to and from either of the following locations:
  - The nearest appropriate IHS/Tribal 638 medical facility located either on-reservation or off-reservation, or
  - The nearest appropriate AHCCCS registered provider located off-reservation

- The following information may be requested by AHCCCS when PA is requested for NEMT:
  - Physician’s order, including medical justification for travel outside the member’s area of residence when applicable
AMPMP Policy 820 W Transportation
Prior Authorization (PA) Procedures

• When NEMT prior authorization is requested beyond the nearest appropriate facility or provider, medical necessity justification may be requested to ensure that AHCCCS NEMT coverage policy is being followed appropriately.

• The provider ordering the covered AHCCCS service should fax the requested physician’s order/medical necessity documentation directly to AHCCCS FFS.

• The medical necessity documentation should be faxed using the AHCCCS FFS Prior Authorization Medical Documentation Form as the cover sheet to 602-254-2431.
NEMT REGISTERED PROVIDERS

Questions?
Thank You.

Reaching across Arizona to provide comprehensive quality health care for those in need