

**DEPARTMENT OF HEALTH & HUMAN SERVICES**

Centers for Medicare & Medicaid Services  
601 E. 12th St., Room 355  
Kansas City, Missouri 64106



Medicaid and CHIP Operations Group

---

November 4, 2021

Jami Snyder, Director  
Arizona Health Care Cost Containment System  
801 East Jefferson Street  
Phoenix, AZ 85034

Re: Arizona State Plan Amendment (SPA) 21-008

Dear Ms. Snyder:

The Centers for Medicare & Medicaid Services (CMS) reviewed your Medicaid State Plan Amendment (SPA) submitted under transmittal number (TN) 21-008. This amendment proposes changes to transportation services to permit emergency transportation to alternative facilities.

We conducted our review of your submittal according to statutory requirements in Title XIX of the Social Security Act and implementing regulations 42 CFR § 435.733. This letter is to inform you that Arizona Medicaid SPA 21-008 was approved on November 4, 2021, with an effective date of October 1, 2021.

If you have any questions, please contact Brian Zolynas at 415-706-1526 or via email at [Brian.Zolynas@cms.hhs.gov](mailto:Brian.Zolynas@cms.hhs.gov)

Sincerely,

James G. Scott, Director  
Division of Program Operations

cc: Dana Flannery, AHCCCS  
Ruben Soliz, AHCCCS



**STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT**  
**STATE ARIZONA**

---

**METHODS OF PROVIDING TRANSPORTATION**

Transportation Services

The State attests that all minimum transportation requirements outlined in 1902(a)(87) of the Social Security Act are met.

Transportation to an emergency destination for eligible persons is a covered service if medically necessary when the eligible person demonstrates life threatening circumstances according to the prudent layperson standard. Transportation to an alternative destination for eligible persons by an emergency transportation provider is a covered service only: (1) when the ambulance provider is already at the site of the reported emergency, (2) the ambulance provider determines that the member requires medically necessary treatment, but an alternative destination is appropriate. Payment is limited to the cost of transporting eligible persons in a ground ambulance to the nearest and most appropriate destination only when there is no other appropriate transportation available. Transportation to an alternative destination for eligible persons is only permitted by ground ambulance.

If the eligible person is enrolled with a Health Plan or Program Contractor, the ground or air ambulance provider shall notify the Health Plan or Program Contractor within 10 (ten) working days from the date the emergency transportation is provided. Failure to notify the contractor shall be cause for denial or non-payment of the claim.

Medically Necessary Transportation

Whenever free transportation services are unavailable and an eligible person is unable to arrange or pay for transportation to a service site or location to receive a covered AHCCCS service, nonemergency medical transportation is provided. The provider shall obtain prior authorization when the transportation is more than 100 miles.

If the eligible person is enrolled with a Health Plan or Program Contractor, the Health Plan or Program Contractor has the discretion to require prior authorization. However, all claims for medically necessary transportation are subject to review for medical necessity by the Health Plan or Program Contractor.

Individuals enrolled in managed care receive medically necessary transportation by contacting the health plan or the subcontracted transportation provider. The health plan or subcontractor is responsible for determining eligibility for medically necessary transportation, appropriateness of the request, and the most appropriate and least costly mode of transportation. Individuals enrolled in FFS request transportation by contacting the AHCCCS Administration.

Air Ambulance Services

Air ambulance services are covered for eligible persons only if the request is initiated by an emergency response unit, a law enforcement official, a hospital, a physician or clinic medical staff; and

- (1) the point of pickup is inaccessible by ground ambulance; or
- (2) great distances or other obstacles are involved in getting emergency services to the eligible person and transporting that person to the nearest appropriate hospital or other provider; or
- (3) the medical condition of the eligible person requires ambulance service by a method faster than a ground ambulance service is able to provide.