



PROVIDER BULLETIN
#06-2019

TO: Participating hospitals that provide covered services to AmeriHealth Pennsylvania members

FROM: Clinical Services – Utilization Management team

DATE: May 2, 2019

SUBJECT: Upcoming precertification requirement for non-emergent inpatient transfers, including ambulance transport

As communicated through a *Partners in Health Update*SM article, AmeriHealth HMO, Inc. (AmeriHealth) will require precertification for *all* non-emergent transfers from one inpatient acute-care setting to another inpatient acute-care setting as well as for non-emergent land and air ambulance transports for all AmeriHealth Pennsylvania members **effective June 1, 2019.**

Requesting precertification

The method for requesting precertification differs depending upon the type of service and who requests it.

For non-emergent transfers from one inpatient acute-care setting to another inpatient acute-care setting

- Facilities need to call the AmeriHealth Utilization Management team to request precertification when a non-emergent inpatient transfer request is initiated by the facility, regardless of the way the member will be transported.
- The receiving facility should obtain the precertification authorization from the transferring facility before the non-emergent inpatient transfer occurs.
- Facilities are not able to initiate non-emergent inpatient transfer requests through the NaviNet[®] web portal at this time.

continued on the next page

We encourage you to share this information with appropriate members of your staff.

For non-emergent ambulance transportation

- **Ambulance providers should verify that the transferring facility has obtained precertification for *all* non-emergent ambulance transport requests through the Authorizations transaction on NaviNet. If an authorization is not found, please contact the requesting transferring facility.**
- For any other elective ambulance transport requests initiated by the ambulance provider, the precertification request must be submitted through the Authorizations transaction on NaviNet.
- When non-emergent air ambulance requests are initiated by the ambulance provider, the precertification request must be called in to the AmeriHealth Utilization Management team. Providers are not able to initiate non-emergent air ambulance requests through NaviNet at this time.

Failure to obtain or verify precertification when required may result in a reduction in payment or non-payment for services rendered. Inpatient transfers, including ambulance transportation, performed on an emergency basis are still subject to post-payment review.

For more information

If you have any questions about this change, please call the AmeriHealth Utilization Management team at **1-800-275-2583**.

This requirement will be reflected in our updated *Preapproval/Precertification List*, which will be available on our [website](#).

The Billing & Reimbursement for Ancillary Services section of the *Hospital Manual for Participating Hospitals, Ancillary Facilities, and Ancillary Providers* will be updated to reflect this requirement.

NaviNet® is a registered trademark of NantHealth.