

Non-Emergency Medical Transportation Services and Emergency Medical Services Transport of COVID-19 Positive Members FOR UTAH MEDICAID



Utah Medicaid is committed to ensuring our members continue to receive products and services without interruptions or delays due to the novel coronavirus (COVID-19) outbreak. In response, Utah Medicaid is temporarily modifying certain policies. Providers are expected to provide only medically necessary services. All services rendered may be subject to post-payment review.

Non-emergency Medical Transportation Services for Utah Medicaid Members

Non-emergency medical transportation (NEMT) of members for medically necessary appointments is contracted through third party transport vendors, including Utah Transit Authority (UTA), LogistiCare, Cedar Area Transportation, and Utah Tribal NEMT contractors. During the COVID-19 National Emergency Period, NEMT services with UTA, LogistiCare, and Cedar Area Transportation continue for all Utah Medicaid members without a COVID-19 positive diagnosis (COVID-19+), including those who have been tested but without a confirmed diagnosis.

UTA schedules may be altered; please verify at: <https://www.rideuta.com/Rider-Info/Coronavirus-COVID-19-Updates>.

Transportation for COVID-19+ members will be managed through Emergency Medical Services (EMS). EMS has an established contractual relationship with Utah Medicaid for emergent transport of individuals throughout the State of Utah. During the COVID-19 National Emergency Period, **EMS services are temporarily expanded to facilitate NEMT of Utah Medicaid members who are COVID-19+.**

NEMT of COVID-19+ Individuals with End-Stage Renal Disease

Where should Utah Medicaid members with end-stage renal disease (ESRD) and who are COVID-19+ access dialysis services?

Utah Medicaid follows CDC specific guidance for managing members with ESRD requiring outpatient dialysis who are COVID-19+ through continued management within the outpatient clinic setting. This guidance and recommendations specific to [outpatient hemodialysis facilities](#) should be used in conjunction with, and complementary to, the CDC's [Interim Infection Prevention and Control Recommendations for Patients with Confirmed Coronavirus Disease 2019 \(COVID-19\) or Persons Under Investigation for COVID-19 in Healthcare Settings](#).

How should individuals with ESRD who are COVID-19+ be transported to and from outpatient dialysis centers?

During the COVID-19 National Emergency Period, individuals who are COVID-19+ will not be able to use traditional NEMT for transportation to and from outpatient dialysis centers. Instead, COVID-19+ individuals will receive transportation through EMS. Medicaid members will contact a local EMS provider through their administrative office (see below). If a phone number is not known, the member may contact Tami Goodin at 801-349-9206 in order to schedule a ride to and from dialysis during the time they are quarantined because of a COVID-19+ diagnosis. If an EMS provider is needed immediately, or if a member is unable to schedule a transport, please call 911 and they will help make arrangements for the member.

NEMT of COVID-19+ Members from Facility to Home or Facility to Facility

How should Utah Medicaid members who are COVID-19+ access transportation from hospital discharge to home, or from facility to facility?

During the COVID National Emergency Period, members who are COVID-19+ will not be able to use traditional NEMT for transportation from facility to home or facility to facility. Instead, EMS will provide transportation from facility to home or facility to facility. EMS transportation can be arranged by calling 911 and they will help make arrangements for the member.

Billing and Reimbursement for Services

How should an EMS provider submit claims for NEMT services rendered to a COVID-19+ member?

When submitting claims related to NEMT for a COVID-19+ member, the EMS providers will submit the claim using the customary transportation HCPCS code, A0429, and append the "CR" (catastrophe/disaster related) modifier.

Will EMS receive a different reimbursement using the CR modifier?

No, the reimbursement will not change if EMS transports a Medicaid member with a COVID-19+ diagnosis.

EMS AGENCIES	General Telephone Numbers
AMERICAN FORK AMB	801-581-2318
BEAVER AMBULANCE	435-438-5887
BLUFFDALE FIRE	801-254-2200
BOX ELDER CO. AMB	435-734-3333
BRIGHAM CITY AMB	435-226-1405
CACHE CO EMS AUTHORITY	435-755-1850
CARBON CO. AMB	435-636-3200
CLINTON CITY FIRE	801-614-0840
CURLEW AMB SERVICE	435-279-7028
DAGGETT CO. AMB	435-784-3154
DIXIE REGIONAL MED CENTER	435-251-1020
DRAPER CITY FIRE DEPARTMENT	385-557-2800
EMERY CO AMB	435-381-3577
ENTERPRISE AMB	435-878-2221
EPHRAIM AMB ASSOC.	435-851-1737
FARMINGTON CITY FD	801-939-9261
FIELDING FIRE DEPARTMENT	435-458-3682
GARFIELD CO AMB	435-676-2662
GOLD CROSS AMB Salt Lake County	801-972-3600
GOLD CROSS AMBULANCE - Vernal	435 789-6907
GOLD CROSS AMBULANCE/ St. George	435-215-2002
GOLD CROSS AMBULANCE/UTAH-JUAB	801-972-3600
GOLD CROSS Cedar City	801-972-3600
GRAND CO EMS	435-259-1301
GUNNISON VALLEY AMB	435-582-7246
HILDALE CITY FD	435-874-2400
HURRICANE VALLEY FIRE SPEICAL SERVICES DISTRICT	435-635-9562
JUAB CO. AMB	435-623-1282
KANE CO. AMB	435-644-5811
KAYSVILLE CITY FD	801-544-2860
LAYTON CITY FD	801-336-3940
LEHI FIRE/EMS	801-768-7130
LEVAN AMB	435-623-1959
LONE PEAK P.S.D	801-763-5365
MANTI AMB ASSOC.	435-851-2391
MAPLETON AMB	801-489-5655
MILFORD VALLEY AMB	435-387-2411
MILLARD CO. AMB	801-845-4048
MORGAN CO. AMB	801-845-4048

MOUNTAIN WEST AMB - Tooele	435-843-8745
MURRAY CITY FD	801-264-2781
NO SANPETE AMB	435-436-8317
NORTH DAVIS FIRE DISTRICT	801-525-2820
NORTH FORK FD	801-225-7263
NORTH VIEW FIRE AGENCY	801-782-8159
OGDEN CITY AMB	801-629-8069
OREM DEPT. PUB. SAFETY	801-2297327
PARK CITY FIRE DIST	435-940-2500
PAYSON Ambulance	801-465-5242
PIUTE CO. AMB	435-577-2840
PLEASANT GROVE FIRE DEPARTMENT	385-428-0070
PLYMOUTH FD & AMB	435-239-7278
PROVO FD	801-852-6321
RICH CO. AMB	435-757-8875
RIVERDALE FIRE DEPT	801-394-7481
ROY FIRE & RESCUE	801-774-1080
SALEM CITY CORP.	801-319-1923
SAN JUAN EMS	435-587-3225
SANDY CITY FD	801-568-2930
Santa Clara - Ivins Fire and Rescue	435-628-0606
SANTAQUIN CITY AMB	801-754-3211
SARATOGA SPRINGS FD	801-766-6505
SCIPIO AMB	435-758-2411
SEVIER CO. AMB	435-893-9166
SOUTH DAVIS METRO FIRE	801-677-2400
SOUTH JORDAN FD	801-254-0948
SOUTH OGDEN FD	801-622-2750
SOUTH SALT LAKE FD	801-483-6043
SOUTH WEBER FIRE	801-476-8907
SPANISH FORK AMB	801-798-5075
SPRINGVILLE AMB	801-491-5600
SUNNYSIDE AMB	435-888-6613
SYRACUSE FD	801-614-9618
TREMONTON FD & AMB	435-257-9520
UNIFIED FIRE AUTHORITY	801-743-7200
UINTAH BASIN MED CEN	435-722-6125
UTAH NAVAJO HEALTH SYSTEMS	435-651-3714
UTE TRIBE AMB SERVICE	435-722-5141
WASATCH CO. AMB	435-940-9636
WAYNE CO. AMB	435-836-1300
Weber Fire District	801-782-3580
WENDOVER AMB	775-664-2081
WEST JORDAN FD	801-260-7300
WVC FD	801-963-3336

For further questions related to the fee-for-service transportation benefit, email dmhfmedicalpolicy@utah.gov.

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