

June 2020

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

Per [Chapter 10](#) of the Medicaid Services Manual, Section 10.14: Ambulance – Hospital-based Ambulances, we remind you that:

- hospital-based ambulance transport is paid only in certain circumstances as outlined in the manual.
- hospital-based ambulances are designed to transport patients to their own facility only.
- hospitals wishing to provide general ambulance services, including transferring patients from their facility to that of another hospital, must enroll as an ambulance service provider and obtain a National Provider Identifier (NPI) in order to bill for such services.

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this notification.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.