

Emergency Medical Transportation (EMT) Specialty Billing Training

Health First Colorado
(Colorado's Medicaid Program)

Training Overview

Introduction and
Covered Services

Billing and Payment

Common Claim
Denials

Introduction

- Emergency Medical Transportation (EMT) is a benefit for all Health First Colorado (Colorado's Medicaid Program) members who have a critical or unknown illness or injury that demands immediate medical attention to prevent permanent injury or loss of life.
- EMT services must be rendered by a provider enrolled in the correct subtype.

Covered Services

Air Ambulance

When the point of pick-up is inaccessible by a land vehicle or remoteness or other obstacles prohibit transporting the member by land to the nearest appropriate medical facility, the following air ambulance services are covered:

- Basic or advanced life support that is required during transport
- Critical Care Transport - When medically necessary to reach the closest, most appropriate facility, air ambulance providers may bill for air mileage for fixed wing and rotary wing aircraft.

Covered Services

Ground Ambulance

- Transportation to the closest, most appropriate facility
- Basic or advanced life support that is required during transport
- Critical Care Transportation - This is defined as facility-to-facility transport requiring medical care above that offered via Non-Emergency Medical Transportation (NEMT).

Exclusions

The following services are not reimbursable by Health First Colorado:

- Waiting time, cancellations or unapproved additional passengers
- Response calls to emergency locations when no transportation is needed or approved
- Charges when the member is not in the vehicle
- Non-benefit services provided at the scene when transportation is not necessary
- Transportation which is covered by another entity
- Transportation to local treatment programs not enrolled as a Health First Colorado provider

Exclusions

The following services are not reimbursable by Health First Colorado (continued):

- Transportation of a member who has been pronounced deceased at the time that the ambulance arrives
- Pick up or delivery of prescriptions and/or supplies
- Transportation arranged for a member's convenience when there is no reasonable risk or permanent injury or loss of life
- Transportation to non-emergency medical appointments

Billing

Emergency Medical Transportation (EMT) providers bill using the professional claim (CMS 1500).

Common Claim Denials

Explanation of Benefits (EOB) Code 0182: Billing Provider Type and/or Specialty is not allowable for the service billed.

How to Resolve

Refer to the Emergency Medical Transportation (EMT) Billing Manual to confirm that the billed procedure code was correct.

Common Claim Denials

Explanation of Benefits (EOB) Code 1786: The date of service is out of timely filing. Refer to the billing manual.

How to Resolve

Providers should file a claim ahead of the 365-day deadline even if there is a denial. This gives providers a 60-day extension in order to maintain timely filing.

Common Claim Denials

Explanation of Benefits (EOB) Code 1726: The emergency indicator code is invalid. Correct the emergency indicator.

How to Resolve

Rebill the claim and indicate that the service was rendered in an emergency.

- Provider Web Portal: Select “EMG” (Emergency) from the drop-down menu.
- Paper claim: Put a “Y” in Box 24C.
- Batch: Refer to the clearinghouse for more information.

Resources

Provider Contacts web page

<https://www.colorado.gov/hcpf/provider-help>

- Provider Services Call Center

Training web page

<https://www.colorado.gov/pacific/hcpf/provider-training>

Billing Manuals web page

<https://www.colorado.gov/hcpf/Billing-Manuals>

- [Emergency Medical Transportation \(EMT\) Billing Manual](#)
- Appendix R (for a detailed list of Explanation of Benefits (EOB) codes)
- [General Provider Billing Manual](#)

Resources

Quick Guides web page

<https://www.colorado.gov/hcpf/interchange-resources>

- [Copy, Adjust, and Voiding Claims Quick Guide](#)
- [Reading the Remittance Advice \(RA\) - Provider Web Portal Quick Guides](#)

Thank you!