

Ambulance Transportation

Cook Children's Health Plan covers emergency and medically necessary non-emergency ambulance transportation.

- **Emergency Ambulance Transportation**

In the event a Member's condition is life-threatening or potentially life-threatening and requires the use of special equipment, life support systems and close monitoring by trained attendants while en route to the nearest medical facility, the ambulance transport is considered an emergency service and does not require Cook Children's Health Plan prior authorization.

Facility to facility transportation is considered emergent when meeting the definition found in 1 TAC §353.2. Facility to facility transport is considered emergent when the service is not eligible at the first facility.

- **Non-Emergency Ambulance Transportation**

Non-emergency ambulance transportation is defined as ambulance transport provided for a Cook Children's Health Plan Member to or from a scheduled medical appointment, to or from a licensed facility for treatment, or to the Member's home after discharge when the Member has a medical condition such that the use of ambulance is the only appropriate means of transportation. Non-emergency ambulance transportation services must be prior authorized and coordinated by Cook Children's Health Plan before an ambulance is used to transport a Member in circumstances not involving an emergency.

Prior authorization requests for non-emergency ambulance transportation must be submitted by the Member's provider of record. The provider of record is defined as the physician, doctor, or other health care provider that has primary responsibility for the health care services rendered or requested on behalf of the Member or the physician, doctor or other health care provider that has rendered or has been requested to provide the health care services to the Member.

Ambulance providers cannot request prior authorization for these services; however may coordinate the exchange of information such as their National Provider Identification (NPI) number and other business information to facilitate communication.

The provider of record or those acting on their behalf may request approval for an ambulance by using the Texas Standard Prior Authorization Request Form for Health Care Services found in the Appendix section of this provider manual and on our website cookchp.org. Cook Children's Health Plan will provide the approval or denial for the prior authorization to the requesting provider and the ambulance provider.