



### **ATTENTION Non-Emergency Ambulance Providers**

Non- Emergency Ambulance Transportation (NEAT) Incorrectly Paid by Fee For Service Medicaid (Molina)

DHH has identified Fee for Service Non-Emergency Ambulance claims that must be administratively corrected due to a member's linkage to a Bayou Health Plan (BYU). These NEAT claims are for dates of service between February 1, 2015 and November 30, 2015.

On the May 24, 2016 check-write, Molina will void these claims. These voided claims will appear on the RA with a BYU Plan specific edit code (EOB). The BYU Plan specific edit code contains the name of the BYU plan for which the member was linked on the claim date of service.

Once voided, non-emergency ambulance providers will need to resubmit the effected claims. NEAT claims for AETNA members should be sent to AETNA where prior authorization requirements will be waived. NEAT claims for UHC, AMG, ACLA and LHCC members should be sent to LogistiCare.

LogistiCare expects to begin producing PAs for UHC, AMG, ACLA, and LHCC member claims the third week of April and will contact providers by Mail and/or FedEx the first week of May. LogistiCare will provide a list of trips and Pas, as well as instructions for submitting corrected claims.

NEAT claims for AETNA members should be submitted to AETNA for payment. Note: AETNA will waive prior authorization requirements for resubmitted claims.

To obtain consideration for payment, providers **must** submit claims to the Bayou Health Plan **no later than 90 days from the date the claim is voided**.

Bayou Health Plan Specific EOB:

**870** – Submit claim to AETNA Better Health of Louisiana

**875** – Submit claim to United Healthcare of Louisiana-Prepaid (UHC)

**880** – Submit claim to Amerihealth Caritas Louisiana (ACLA)

**881** – Submit claim to Amerigroup of Louisiana (AMG)

**886** – Submit claim to Louisiana Healthcare Connections (LHCC)

Please visit your Bayou Health Plan's website for more, plan specific, information:

Should you have questions related to the upcoming voids and resubmissions, please contact your Bayou Health Plan or Molina Providers Relations at 1-800-473-2783.