



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
All Provider Bulletin 285
August 2019

TO: All Providers Participating in MassHealth
FROM: Daniel Tsai, Assistant Secretary for MassHealth

RE: Nonemergency Ambulance Transportation to Medically Necessary Mental Health or Addiction Treatment Services at All 24-Hour Level-of-Care Settings

MassHealth pays for medically necessary nonemergency ambulance and wheelchair van transportation in accordance with the requirements of 130 CMR 407.000: *Transportation Services*, and specifically 130 CMR 407.481(A)(2): *Nonemergency Situations*.

MassHealth is issuing this bulletin to clarify that 130 CMR 407.481(A)(2): *Nonemergency Situations* allows for nonemergency ambulance transportation of members to medically necessary treatment services at all 24-hour level-of-care settings, including mental health or substance use disorder treatment services. These include, but are not limited to

- Acute inpatient hospitals;
- Psychiatric hospitals;
- Level 4 withdrawal management level of care, whether delivered in an acute inpatient hospital or a free-standing sub-acute facility;
- Community-based acute treatment (CBAT) or intensive community-based acute treatment (I/CBAT) for children and adolescents;
- Transitional care units;
- Community crisis stabilization (CCS); and
- Acute treatment services (ATS), enhanced acute treatment services (E-ATS), clinical support services (CSS), transitional support services (TSS), or residential rehabilitation services (RRS).

MassHealth further clarifies that the criteria in 130 CMR 407.481(B): *Conditions Always Requiring Transportation by Ambulance* includes a non-exclusive list of conditions requiring transportation by nonemergency ambulance and allows for ambulance transportation to medically necessary services, including mental health or substance use disorder treatment services, provided at all 24-hour level-of-care settings. Providers may request nonemergency ambulance transportation from any appropriate location, including community settings, to all 24-hour settings when medically necessary.

MassHealth also clarifies that a commitment pursuant to M.G.L. c. 123, §12 or §35 is not required to establish medical necessity for nonemergency ambulance transportation to mental health or substance use disorder treatment services.

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Providers requesting nonemergency ambulance transportation of a member to medically necessary mental health or substance use disorder treatment services must complete the [MassHealth Medical Necessity Form for Nonemergency Ambulance/Wheelchair Van Transportation](#).

When filling out the form, providers should check the box in Section 6b to indicate that the member has a medical condition that makes ambulance transportation necessary and then note, in the space provided, the specific behavioral health need necessitating the service at the 24-hour level-of-care setting. Pursuant to 130 CMR 407.481(C): *Medical Necessity Form Requirement*, transportation providers are required to ensure that the *Medical Necessity Form* is completed in accordance with 130 CMR 407.421(D): *Medical Necessity Form*.

Based on the clarifications provided in this bulletin, MassHealth expects transportation providers to transport MassHealth members when the transportation is necessary for the member to receive medically necessary mental health or substance use disorder treatment services at all 24-hour level-of-care settings and the transportation has been appropriately documented pursuant to 130 CMR 407.481(C).

MassHealth Website

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Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at (800) 841-2900, email your inquiry to providersupport@mahealth.net, or fax your inquiry to (617) 988-8974.