April 1, 2020

State of Alabama
Press Release: Medicaid

Waiver for Ambulance Providers during COVID-19 Emergency

PDF Version

In response to the Coronavirus Disease 2019 (COVID-19) pandemic, Medicaid is temporarily waiving the following requirements for ambulance services:

1. **location restrictions, and**
2. **prior authorization requirements.**

Alabama Medicaid will allow ambulance transports requiring isolation precautions as advanced life support (ALS) to meet the medically necessary services furnished during this time of COVID-19 pandemic. Alabama Medicaid expects the provider to document in the medical record the reason for utilizing ALS during the COVID-19 emergency.

Beginning on April 3, 2020, providers may submit claims for dates of service March 16, 2020, through April 16, 2020 in accordance with this waiver. The dates may be extended depending on the length of the emergency. Providers may continue to see error codes on their remittance advices with claims payment during the COVID-19 emergency.

Providers are not required to submit a prior authorization request for nonemergency transports during the COVID-19 response.

These actions will be effective until the emergency period terminates or upon termination of the public health emergency, including any extensions.

During the COVID-19 emergency, it is important to file claims as quickly as possible to ensure payment from Medicaid is made to Medicaid providers close to the date of service. The Centers for Medicare and Medicaid Services (CMS) has increased the federal matching percentage for the emergency time frame, but states can only receive the increased match on claims that are paid during the emergency.

Contacts:
Billing questions, please call the provider assistance center at (800) 688-7989 – (Nationwide Toll Free) (334) 215-0111.

Policy questions, please email beverly.churchwell@medicaid.alabama.gov calvin.binion@medicaid.alabama.gov, or brandon.williams@medicaid.alabama.gov