STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

To: NH Medicaid Enrolled Ambulance Providers

From: NH Medicaid Provider Relations

Date: May 1, 2023

Subject: Billing for Facility-to-Facility Transports

The New Hampshire Department of Health and Human Services has corrected a system limitation related to ambulance billing for facility-to-facility transfers by ambulance companies.

The NH Medicaid Ambulance Provider Reference Guide, issued by the Department in August of 2022, provides accurate instruction on billing for various categories of transports provided in an ambulance.

The Department was informed, after issuing this guide, that providers were receiving denials on the facility-to-facility transfers, billed under codes A0426 and A0428, advanced life support non-emergency transport and basic life support non-emergency transport, respectively. System adjustments have been made so that claims for facility-to-facility transfers billed to the health plan will be recognized and will pay when billed appropriately, back to an effective date of 8/1/2022.

Providers should resume billing for facility-to-facility transfers with these codes (A0426 and A0428) as appropriate and should submit any claims held back to the 8/1/2022 date of service. No modifiers are required for Fee-for-Service billing. Any denials due to this system error will be automatically reprocessed, back to an effective date of 8/1/2022. Timely filing will be waived for these facility-to-facility transfers.

Please look for notice from the health plans for any additional instructions on billing facility-to-facility transfers for their members.

If you have any questions or concerns regarding this note, New Hampshire Provider Relations is available between the hours of 8:00 AM and 5:00 PM, Monday through Friday at (603) 223-4774 or (866) 291-1674 Toll-Free or via email at nhproviderrelations@conduent.com.

Thank you,

NH Medicaid
Provider Relations