

interChange Provider Important Message

Attention: Non-Emergency Medical Transportation (NEMT) Ambulance Providers

The Department of Social Services (DSS) and its fiscal intermediary, DXC Technology, will begin denying claims for NEMT ambulance services with a date of service of September 24, 2018 or later if an approved prior authorization (PA) is not on file. If a claim for NEMT ambulance services is submitted without PA on file, it will now deny with one of the below Explanation of Benefit (EOB) codes:

- 3003 "Prior authorization is required for payment of this service"
- 4801 "No contract for billed procedure"

NEMT ambulance claims that are currently in a suspended status will remain in suspension until a PA is received and approved or a determination of denial is made.

DSS and its contractor, Veyo, will continue to work with providers to resolve claims that are currently in suspension due to no PA on file.

For any questions regarding prior authorization of NEMT ambulance services, contact Akriti Rai at (858) 225-7337 or via e-mail at documentsCT@veyo.com. For any questions regarding claims processing, contact the Provider Assistance Center at DXC Technology at 1-800-842-8440.