

Provider Memorandum

Non-Emergency Transportation Post-Authorization Process Change

This notification provides clarity and extends submission deadlines for the update implemented by NextLevel Health on October 8, 2019, affecting the post-authorization process for all non-emergent transportation providers providing services for which an authorization is required. Please be advised:

- Utilization Management (UM) Authorization Rule Override/Change: The UM authorization rules have been changed to allow transportation providers the ability to request retro-authorizations for non-emergent transportation up to 30 days following the date of service (change from current 10-day retro allowance) on a permanent basis going forward.
 - This applies to all non-emergent ambulance and non-ambulance HCPCS codes identified in IAMHP Provider Memorandum “Illinois Transportation Billing Guidelines for Managed Care Processing and Payment”.
- Waiver Period: We are instituting a waiver period for 2/1/19 to 11/30/19 to waive timeliness requirements for non-emergent transportation with dates of service (DOS) 2/1/19 to 11/30/19. If you haven’t submitted these, the cut-off receipt date is 2/1/2020.
 - Retro-authorizations: Any transportation provider may submit a retro-authorization request for any date of service during this waiver period and it will be approved, as long as a valid Physician Certification Statement (PCS) form is provided.
 - Any authorization requests already received and denied for untimeliness for non-emergent transportation for DOS 2/1/19 to 11/30/19 or later will be revisited and approved for adjudication.
 - Dispute Timeliness: The 90-day claim dispute window will be waived for all non-emergent transportation with dates of service during the waiver period.
 - Any transportation provider may submit a written claims dispute for non-emergent transportation claims denied for no authorization during this waiver period and we will overturn and retroactively approve and pay the claim, as long as a valid PCS form is provided.
 - Any disputes that have already been received and upheld for non-emergent transportation with dates of service during waiver period will be revisited and overturned.
 - Timely Filing: The 180-day timely filing period for claims payment will be waived for non-emergent transportation with dates of service during the waiver period. Claims will be denied upon submission, but if a written dispute is filed and valid PCS form provided, we will pay the claim outside the timely filing window.

This memo serves as a supplement to the previously published guidance “HFS 2270 Physician Certification Statement (PCS) for Ambulance Transport”, available on the Provider Materials and Resources page of NextLevelHealthIL.com.

<https://nextlevelhealthil.com/wp-content/uploads/2019/02/Provider-Education-Physician-Certification-Form-Final-Approved.pdf>



Providers must submit a formal written dispute using the NextLevel Claims Dispute Form, also available on the Provider Materials and Resources page of NextLevelHealthIL.com. (https://nextlevelhealthil.com/wp-content/uploads/2018/09/NLH-Claims-Dispute-Form_Fillable-2.pdf)

Please complete the entire form and provide any additional information necessary for the expected outcome. Also note that when submitting:

- Disputes must be received within 90 days of original remittance advice
- Allow 60 calendar days to process this reconsideration
- For follow-up, please call NextLevel Health at 833-275-6547
- Be specific when completing the “Describe Dispute”, attaching any appropriate documentation.

NOTE: You may submit multiple PCS forms to 1 dispute form. If this is the case, please contact NLH at (833) 275-6547 to inform representative that a bulk dispute is being submitted that contains multiple PCS forms.

- Complete form and mail with supporting documentation to:

NextLevel Health
Attention: Claims Disputes P.O. Box 5050 Farmington, MO 63640

Lastly, NextLevel Health has extended the time for submission of PCS authorization related disputes for date of service February 1, 2019 to November 30, 2019. These formal written disputes must be received by February 1, 2020 for consideration.

Please contact your Provider Service Representative if you have any questions. You may also contact the Provider Services Department at 833-275-6547 or via email at provider.services@nlhpartners.com.