



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
Bureau for Medical Services

Bill J. Crouch
Cabinet Secretary

Cynthia E. Beane
Commissioner

MEMORANDUM

TO: WV Medicaid Providers

FROM: Cynthia Beane, MSW, LCSW
Commissioner

DATE: April 17, 2020

RE: Ambulance Transport COVID-19 Cases Suspected and Confirmed

Due to the World Health Organization declaring Coronavirus disease (COVID-19) a pandemic, the West Virginia Bureau for Medical Services (BMS) is providing billing and reimbursement guidance regarding ambulance medical transportation services for suspected or confirmed cases of COVID-19.

Any confirmed or suspected cases of COVID-19 would be transported via ambulance in situations where the gas mileage reimbursement program is not an option for the member. Members will be directed to their MCO to arrange the ambulance transport. Medical necessity will be deemed met due to isolation requirement for COVID-19 patients.

The MCO will arrange the transport, and billing for services will follow protocols already in place for ambulance transportation by notifying LogistiCare of the ambulance transport, including the member's name and Medicaid ID number, via email at: vvexceptions@logisticare.com and joshua.mcgill@logisticare.com.

LogistiCare will reimburse up to \$175, in addition to the base rate and mileage rate paid by BMS, to the ambulance service for COVID-19 related transports. LogistiCare will keep record of the reported transport.

The ambulance service will send an invoice to LogistiCare for the additional payment of up to \$175. All other service costs will follow the billing protocols already in place. Ambulance services will not be required to have a contractual relationship with either the MCO or LogistiCare to participate.

Invoices should be submitted via email to vv.tphelpdesk@logisticare.com and joshua.mcgill@logisticare.com, or via hard copy to Attn: Joshua McGill, LogistiCare, 602 Virginia Street East, Charleston, WV 25301.

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LogistiCare will continue to work with their current network to develop providers willing to transport COVID-19 suspected or confirmed cases in a manner that protects both the members and providers. If these options become available, network providers and/or gas mileage reimbursement will be utilized prior to ambulance transport.

This is expected to continue through the federal declaration or until further notification is provided. BMS will continue to monitor the situation and work closely with our state and federal partners gathering further information and directives and will provide further notification if needed.