

To: Keystone First/Keystone First Community HealthChoices (CHC) Ambulance Providers

Date: June 7, 2024

Re: Change in Ambulance Mileage Reimbursement

Keystone First and Keystone First Community HealthChoices (CHC) will follow the recently released Pennsylvania Department of Human Services (DHS) Medical Assistance Bulletin (MAB) guidelines regarding Ambulance Services and the change in reimbursement for ambulance mileage.

According to MAB 26-24-01*, “DHS will begin paying for ground ambulance mileage for each loaded mile, in addition to increasing the fees for certain ambulance services on the Medical Assistance (MA) Fee schedule”.

Therefore, effective for dates of service on and after January 1, 2024, Ambulance providers can bill and be reimbursed for each loaded mile of a trip (as compared to the previous policy of billing and reimbursement for each loaded mile beyond 20 miles). All other mileage billing requirements remain the same**, including, but not limited to, billing in conjunction with paid transport code, appropriate origin and destination modifiers, etc.

* To read the MAB in it’s entirety, please visit www.keystonefirstpa.com → Providers → Resources → MA bulletins or www.keystonefirstchc.com → For Providers → Resources → DHS bulletins and news

** Claims Filing instructions can be found at www.keystonefirstpa.com → Providers → Claims and Billing → Claims filing instructions or www.keystonefirstchc.com → For Providers → Claims and Billing → Claims filing instructions for medical providers.

Next Steps:

- We are currently in the process of updating our claims system to reflect this change.
- The system change will be based upon and reflect applicable current contract terms from January 1, 2024, and after.
- Corrected claims may be necessary for full reimbursement.
- Another notice will be sent with information on when our system can accept resubmitted claims for updates to mileage for dates of service on or after January 1, 2024.

Thank you for your participation in our network and for your care and commitment to our Members and Participants. If you have any questions regarding this notice, please contact Provider Services at **1-800-521-6007** or your Provider Account Executive.