



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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1/11/12

TO: BPA PROVIDER NETWORK
FROM: DEPARTMENT OF HEALTH AND WELFARE
SUBJECT: AMR Medicaid Transportation Issues

DHW and BPA have been aware of some of the issues regarding Medicaid transportation authorizations by AMR. We appreciate your patience and would like to assist the BPA provider network in resolving this issue. There have been 2 consistently recurring issues with obtaining transportation authorizations:

1) Clients say that they are attending "classes" when they are actually attending a Medicaid covered clinical counseling service. Medicaid does not cover transportation to classes and these requests will be denied. Please advise clients to state that they are attending "counseling" sessions when contacting AMR for authorizations for any Medicaid covered clinical counseling service.

2) Clients indicate that they are court ordered or have a probation officer and the request for authorization is denied. A client's services should qualify for transportation as long as they are Medicaid covered services, regardless if they are court/probation ordered.

If you have a client that is denied an authorization for transportation to a Medicaid covered service please contact DHW who will work with AMR and Medicaid to resolve the issue. Any issues should be directed to Michael Bartlett at DHW by phone, (208) 332-7243, or email: bartletm@dhw.idaho.gov.

Please be sure to include CPT codes of Medicaid services for which the client is requesting transportation.

/mb

cc: Sara Stith; BPA