

June 2020

OVERVIEW:

Aetna Better Health of Louisiana (ABHLA) is aligned with the Louisiana Department of Health's Medicaid Services Manual, and would like to remind providers to refer to these manuals when submitting claims for medical transportation. If the manual requires additional guidance for appropriate reimbursement, the details will be outlined by ABHLA in a supporting reimbursement policy.

ABHLA will be adjudicating claims based on the region of the pickup origin. Therefore, region fee schedules are applied in correlation with the pickup region. We remind you to always use valid, appropriate, transportation modifiers in conjunction with valid transportation codes.

For further information, see [Chapter 10](#) of the Louisiana Department of Health Medicaid Services Manual:

- for the list of transportation codes, see Appendix D – Ambulance Transportation Codes.
- for the list of transportation modifiers and how to apply them in conjunction with transportation codes, see Appendix E – Ambulance Transportation Modifiers.

Please note that providers may see reimbursement impacted if not aligned to the Louisiana Department of Health's Medicaid services manual within 30 days of the date of this notification.

Questions and Support:

For questions, please contact LAProvider@AETNA.com or call 1-855-242-0802 and follow the prompts.