

Non-Emergency Ambulance Transportation

Frequently Asked Questions

What is non-emergency ambulance transportation (NEAT)?

NEAT is provided to a Medicaid enrollee to or from a provider of medical services for a covered Medicaid service when no other means of transportation is available and the enrollee is unable to ride in any other type of vehicle due to a medical condition. The nature of the trip is not emergent.

What is a Certification of Ambulance Transportation form?

A Certification of Ambulance Transportation (CAT) form certifies that the member has a medical condition that requires transportation by ambulance. A copy of the CAT form may be accessed [here](#).

Should members directly contact ambulance providers to schedule NEAT?

No, members should contact the managed care organization* (MCO) to which they are assigned or Southeastrans if the individual is in Legacy Medicaid to schedule the appointment. Contact information for scheduling transportation may be accessed [here](#).

Should hospital or nursing facility staff contact the ambulance provider or the member's MCO when scheduling transportation?

Staff may contact either the ambulance provider or the MCO's transportation broker. Contact information for scheduling transportation may be accessed [here](#).

If the staff chooses to contact an ambulance provider directly, the CAT form should be completed and presented to the ambulance personnel upon their arrival to transport the patient.

If the staff chooses to contact the MCO's transportation broker or Southeastrans if the individual is in Legacy Medicaid, the CAT form should be submitted via fax or email. This form is mandatory and must be submitted to the MCO or Southeastrans during the scheduling process.

Who can sign the Certification of Ambulance Transportation form?

A registered nurse, director of nursing, nurse practitioner, physician assistant, clinical nurse specialist, or treating physician can sign the form.

Why does this form require a NPI or license number for the medical official authorizing the trip?

This unique identifying information is required so the practitioner who has certified that the member requires ambulance transport may be identified if the signature is not legible.

Is the Certification of Ambulance Transportation (CAT) form required for emergency ambulance transportation?

No, it is not required.

*Louisiana Medicaid MCOs are: Aetna Better Health, Amerihealth Caritas, Healthy Blue, Louisiana Healthcare Connections and UnitedHealthcare.