
INFORMATIONAL LETTER NO. 2663-MC-FFS

DATE: February 13, 2025

TO: All Iowa Medicaid Emergency Medical Services (EMS) Providers;
Ambulance

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS),
Iowa Medicaid

RE: Payment Authorization Under House File 2397 - An Act Relating to
the Transport of Patients to Mental Health Access Centers by an
Ambulance

EFFECTIVE: July 1, 2024

The purpose of this Informational Letter (IL) is to provide formal guidance relating to the payment authorization of transports of Medicaid members to mental health access centers by an ambulance.

House File 2397 directs that a service program may provide ambulance service to transport a person experiencing a mental health crisis to a mental health access center. House File 2397 further directs that the Department of Health and Human Services (HHS) shall authorize payments to service programs for the transportation of persons experiencing a mental health crisis to mental health access centers in amounts similar to payments authorized for the transportation of persons to hospital emergency departments.

For proper billing of this allowance, the emergency transport of a member to an access center will be captured by utilizing the destination code "D" from the existing modifier list.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate managed care organization (MCO):

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: aproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc.:

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>