

## Ambulance UPL Frequently Asked Questions

Q: Who will see the data that is submitted?

A: Only staff will have access to the data submitted (this includes Alliance staff (not the Board), Cypress Audit Staff, and DHH Staff).

Q: Can Hospital Based EMS Providers Participate?

A: It depends on how the EMS Service is established and may be different for each hospital based service. IF the EMS Service has a Medicaid provider number that is separate and distinct from the Hospital, then it may. If you are unsure of your status, the easy way to determine this is if you are billing with revenue codes then you are not separate and distinct from the Hospital.

Q: When compiling / running my report, are there any payors that should be excluded?

A: Yes, federal payors (Medicare, Medicare HMOs, Medicaid), workman's comp payments, office of group benefits and liability carriers such as State Farm, Farm Bureau, etc...

Q: If there are 2 true commercial payors, do I include both in the report?

A: No, do not include the secondary payor. Only primary payors should be selected.

Q: I operate in other states; do I include information from those states as well?

A: No, only information about Louisiana transports should be included.

Q: Should I include mileage in the report?

A: Yes, mileage should be included.

Q: Is every provider's average commercial rate going to be different?

A: Yes, the rate for each provider will be established using the data submitted on the reporting forms.

Q: How many total forms should be submitted?

A: You should be submitting at least 2; the Ambulance Commercial Data sheet which includes the attestation statement which you must sign and a spreadsheet documenting your top three (3) payors and rates for each payor per code. If you have a contracted rate with any healthplan, you may also send that document demonstrating the fee schedule. You should also include the actual data, in Excel, that is requested per the memo. If you are unsure how to determine your top three payors the auditors will be able to do that for you as long as you have included all the data elements that were requested.

Q: If there is no difference between balance and adjustments, does the form need a different line?

A: No

Q: We give residents a discount, where do I capture that information?

A: You will want to segment this data out under the adjustments category (i.e. identify the adjustment as a Parish Discount, etc...).

Q: What happens after I submit my information / data?

A: Cypress Auditors will do a random sampling to confirm the data you have submitted and will request specific EOBs from you by procedure code.

Q: I provide both ground and air services; do I need to submit two sets of data?

A: Yes, information should be submitted separately.