



Providing Ambulance Billing Service to New England Since 1984

# NEWSLETTER

*from the desk of Rick Martin*

Direct Line: 978-771-6482

E-Mail: Rick.Martin@ComstarBilling.com

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## MA Conducts Random Recredentialing

Medicaid MA (MassHealth) is randomly selecting participating providers to be recredentialed. If you receive a package from MassHealth, contact our Provider Relations Administrator, Christina Colomba at 800-488-4351, and she will assist you with the forms.

## 911 Call - No Transport – Patient Refusal

As fiscal times have gotten tighter, I have received more frequent inquiries from clients about the prospects for billing under this situation. Our Billing Manager and Provider Relations Administrator have recently surveyed carriers so that Comstar could provide its clients information that can be used as part of your assessment of this revenue opportunity. The following is information regarding which carriers do and do not cover a 911 Call – No Transport – Patient Refusal Charge:

- Carriers Who Will Pay This Charge: Medicaid NH, Harvard Pilgrim, Oxford
- All other carriers will deny this charge because, under their policies, the service is not covered and therefore the charge is the responsibility of the patient. Your service does have the right to bill the patient if they are uninsured or their insurance denies the charge.

## Establishing a New Charge

If you would like to add this charge and have us charge patients who refuse transport, please fill out information below and fax to me at 978-356-2721. Run reports should clearly and conspicuously state “patient refused transport”. Transport mileage must equal 0.

Please establish a No Transport – Patient Refusal Charge for my service:

Service Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email Address: \_\_\_\_\_

No Transport/Patient Refusal Charge\*: \$ \_\_\_\_\_

\_\_\_\_\_  
Client Authorization Signature

\* Fees are set at your discretion and should be based on your cost to provide the service.

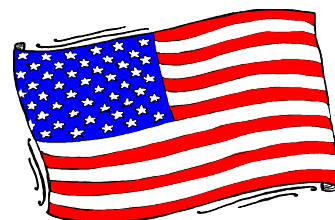
**This newsletter is not intended as legal advice. Consult an attorney for specific legal advice concerning your situation.**

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**END**