



AmeriHealth Caritas
District of Columbia

To:	All AmeriHealth Caritas DC Providers
Date:	April 27, 2020
Subject:	Transportation On Hold Through June 1 for Non-Essential Care (Updated 4/27/2020) Pregnancy/maternity related appointments are classified as essential

Consistent with guidance from the Centers for Medicare & Medicaid Services (CMS) regarding those medical services that could be deferred, such as non-emergent, elective treatment, and preventive medical services, we have limited transportation services for non-emergency and non-essential care until June 1, 2020. This date is subject to change based upon new guidance that may be issued between now and then.

Telemedicine for Non-essential Care or for Common Uncomplicated Conditions

The CMS guidelines recommend using telehealth or virtual check-in for these services. During this State of Emergency in the District, if you cannot provide these non-essential preventive services or common uncomplicated conditions (e.g. allergies, bronchitis, constipation, diarrhea, ear infection, mild fever, skin inflammations, sore throat, etc.) via telemedicine, feel free to refer your AmeriHealth Caritas DC (ACDC) patients to MyIdealDOCTOR at 1-855-879-4332 or <https://www.myidealdoc.com>. You can also refer your ACDC patients to the ACDC 24/7 Nurse Line (1-877-759-6279) to help your ACDC patients determine whether or not an office visit is needed.

Non-emergency transportation is still authorized for the following services. Call the ACDC NEMT Line, 1-855-573-7516, to book ACDC patient transportation for these services:

- Hospital discharge
- Hospital admission
- Drug rehabilitation
- Radiation treatments
- Hospital – Outpatient services
- Immunizations, Vaccinations
- O2/oxygen/supplies
- Pharmacy (in conjunction with another covered trip)
- Pulmonary therapy
- Pulmonologist, asthma related treatment
- Cardiac rehabilitation, cardiologist
- Dialysis
- Diabetes
- Chemotherapy, infusion therapy services
- Urgent care (non-COVID-19)
- **Pregnancy/maternity related services**

***COVID-19 related transportation requires BLS ambulance transport. Call the AMR Ambulance Line, 855-573-7516, to book ACDC patient transportation for the following circumstances or any of the above trip types involving COVID-19 patients:**

- Hospital discharges for patients with COVID-19
- Enrollee stating/confirming exposure to COVID-19 or symptoms related to COVID-19
- Enrollee tested and confirmed to have COVID-19
- Enrollee tested for COVID-19 and awaiting results



CMS Guidelines – Pre-Phase 1 (Regions with a Current State of Emergency)

<https://www.cms.gov/files/document/31820-cms-adult-elective-surgery-and-procedures-recommendations.pdf>

CMS Guidelines – Phase 1 (Regions with Stable Incidences of COVID-19)

<https://www.cms.gov/files/document/covid-flexibility-reopen-essential-non-covid-services.pdf>