



New process for non-emergent ambulance services

Effective **Jan. 1, 2024**, UnitedHealthcare Community Plan of Kentucky will implement a new process for non-emergent ambulance services.

Ambulance providers must complete the Department for Medicaid Services (DMS)-approved Physician Certified Statement form and attach it to the claim for complete reimbursement. If this form is not present with the claim, then the payment may be denied.

Before Jan. 1, 2024, the form will be available in the Provider Resources section of the [Department for Medicaid Services website](#).

Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.