



## Ambulance providers can't request prior authorization for nonemergency transport

Prior authorization for nonemergency ambulance transportation services must be requested by a member or a provider other than the ambulance provider. The request may come from a Medicaid-enrolled primary care physician, nursing facility or medical specialist. This applies to UnitedHealthcare Community Plan of Texas CHIP, STAR, STAR Kids and STAR+PLUS plans.

You should notify a service coordinator if a member has a need for nonemergency ambulance transportation. To reach a service coordinator, call:

- 877-597-7799 for STAR Kids
- 800-349-0550 for STAR+PLUS

You can include medical necessity details in a [prior authorization form](#) while requesting nonemergency ambulance transportation. This form should be faxed to service coordinators at 877-940-1972.

More details on nonemergency ambulance transportation guidelines is available in the [Texas Medicaid Procedures Manual](#).

Nonemergency ambulance transportation must be medically necessary due to conditions, such as bed confinement, ventilator dependence or other reasons. If ambulance transportation isn't medically necessary, members may be eligible for non-emergent medical transportation (NEMT) with SafeRide Health.

To request SafeRide Health NEMT transportation services:

- Provider services: 855-932-2332
- Facilities service: 855-955-7433
- Member services: 888-462-6050 - 7 a.m. to 7 p.m. CT, 7 days a week
- TTY Line: 7-1-1

### Questions? We're here to help.

For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).