



Division of Medical Services  
P.O. Box 1437, Slot S401  
Little Rock, AR 72203-1437  
P: 501.682.8292  
F: 501.682.1197  
HUMANSERVICES.ARKANSAS.GOV

## MEMORANDUM (DMS-33)

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To: Ambulance Providers  
From: Division of Medical Services (DMS)  
Date: April 8, 2020  
Re: Ambulance Flexibilities

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In response to the COVID-19 outbreak in Arkansas and consistent with CMS guidance issued on March 29, 2020, DMS is suspending the following policies:

- 1) Section 213.000 of the Medicaid Provider Manual for Transportation:  
Ground transportation trips by Ambulance providers may be made to any destination that is able to provide treatment to the patient in a manner consistent with state and local Emergency Medical Services (EMS) protocols in use where the services are being furnished.

These destinations may include, but are not limited to: any location that is an alternative site determined to be part of a hospital, Critical Access Hospitals (CAH) or Skilled Nursing Facilities (SNF), community mental health centers, federally qualified health centers (FQHCs), physician's offices, urgent care facilities, ambulatory surgery centers (ASCs), and any other location furnishing dialysis services outside of the ESRD facility.

- 2) Sections 204.000 and 205.000(A)(2) of the Medicaid Provider Manual for Transportation:  
Physician certification does not have to be obtained to transport a beneficiary via non-emergency ground ambulance transport.

**The rule will be suspended until the end date of the Governor's Executive Order.**

**To ensure quality and consistency of care to Medicaid beneficiaries, DMS will coordinate with the Office of the Medicaid Inspector General (OMIG) to conduct retrospective reviews and audits of these services during this time. Please keep all records of services as required by Medicaid physician billing and telemedicine rules.**