

Non-Emergent Ambulance Transportation (NEAT) update

- You can now request NEAT prior authorization through Cohere
- Alliance Logistic Solutions will no longer coordinate NEAT dispatch for GHP members as of Jun. 30, 2023

Non-emergent transport authorization through Cohere

- As of May 15, 2023, prior authorization through Cohere is required for NEAT.
- Prior Authorization **is not** required for the following:
 - All emergency trips
 - All non-emergent trips from hospital to hospital
 - All non-emergent trips from ED/hospital to a higher level of care
 - All non-emergent trips from ED/hospital to skilled nursing, long-term acute care or inpatient rehabilitation facilities
 - All non-emergent trips from ED/hospital to an inpatient behavioral health facility
 - All non-emergent trips from ED/hospital to inpatient/home hospice
- [Register with Cohere](#) and become familiar with Cohere's online authorization portal. You'll benefit from a streamlined and collaborative online authorization experience — better than phone and fax — that offers faster approval and even instant authorization in some cases. See the full [Operations Bulletin](#) to learn more about Cohere.
- View our ambulance transport service medical benefit policy ([MP017](#)) for detailed coverage criteria.
- If you're unable to use the Cohere portal, a fill and fax [NEAT request form](#) is available on [Geisinger/health-plan.com](#).

Changes to NEAT dispatch process

- Alliance Logistic Solutions will no longer coordinate dispatch for GHP members as of **Jun. 30, 2023**. After Jun. 30, 2023, discharge personnel and ordering providers can coordinate directly with medical transport providers.
- Reference the member's prior authorization number supplied by Cohere when coordinating transport.
- Make every effort to use participating ambulance providers when ordering NEAT for GHP members. Find in-network ambulance providers on our [provider search page](#). Simply enter your location, search *Places by Type* and start typing "ambulance". Results will include ambulance provider contact and plan acceptance information.
- If using a participating ambulance provider is unreasonable because of availability or distance, alternate arrangements can be made in the best interest of the member. You can note the reasons for using an out-of-network ambulance provider during the Cohere prior authorization request process.
- Keep in mind that options other than ambulance may be more appropriate depending on the nature of the member's transportation needs (e.g., wheelchair van).
- Member cost-sharing may apply according to member benefits.

Contact us

- Contact your account manager at **800-876-5357** or GHPAccountMngt@geisinger.edu.
- Contact our medical management team at **800-544-3907**, Monday through Friday, 8:00 a.m. – 5:00 p.m. EST.
- After hours NEAT authorization requests should be directed through the Cohere portal.