

Operations Bulletin⁰⁹¹²

Date: September 7, 2012

To: Participating Ambulance Providers

Re: **New Medical Transportation Manager:**



Geisinger Health Plan¹ is pleased to announce our partnership with Medical Transportation Management, Inc. (MTM) as the new administrator of ambulance transport services for Geisinger Health Plan Members². MTM is an industry leading medical transportation manager scheduling over 4 million trips a year throughout 29 states and the District of Columbia.

Beginning **November 1, 2012**, MTM will assume responsibility for Geisinger Health Plan's ambulance provider network. All ambulance transportation claims for Geisinger Health Plan Members with dates of service on or after **November 1st, 2012** will be administered by Medical Transportation Management. As the administrator of ambulance transport services for Geisinger Health Plan Members, MTM will:

- Work with ambulance providers to ensure all ambulance claims for Geisinger Health Plan Members are appropriately submitted to MTM.
- Reimburse ambulance providers for all approved ambulance claims, including claims for emergency 911 calls.
- Coordinate prior authorization and level of service review for all non-emergent ambulance transportation requests for Geisinger Health Plan Members.

A MTM representative will contact you to discuss MTM's processes and the advantages this partnership will bring to your participating agreement with Geisinger Health Plan. Some of the benefits of MTM's experience, expertise, and renowned customer service include:

- Priority claims handling;
- Expedited reimbursement, and;
- Support from EMS professionals that understand your needs as a healthcare provider in your community.

If MTM has not reached out to you or your billing representative by September 30, 2012, please contact MTM's Ambulance Network Manager at **(888) 561-8747 ext. 5680**. Meanwhile, you are encouraged to review the enclosed MTM/Geisinger Health Plan Ambulance Provider Manual. To expedite setup with MTM, please fax your service's completed Federal W-9 to (866) 453-0247; or email it to ambulance-network@mtm-inc.net.

Information contained in this Operations Bulletin and the MTM/Geisinger Health Plan Ambulance Provider Manual referenced herein, is effective November 1, 2012 for all Geisinger Health Plan product lines (with the exception of *Geisinger Gold MSA* and *Life Geisinger*) and amends the Participating Provider Guide.

¹ *Geisinger Health Plan, Geisinger Indemnity Insurance Company, and Geisinger Quality Options, Inc. shall be collectively referred to herein as "Geisinger Health Plan."*

² *MTM will **not** manage ambulance services for Geisinger Gold MSA members and Life Geisinger members. MTM's services do not encompass air transportation.*