

Ambulance: Land and Air Transportation

Medical Policy

Utilization Management

Date Approved:	01/01/2026
Date Last Reviewed:	01/01/2026
Original Date Created:	01/01/2026
Departments:	Utilization Management
Products:	MyAdvocate Medicare Advantage
Key Words:	ambulance, emergency, transport, air, ground

I. **DEFINITION:**

An **ambulance** is a specially equipped vehicle (i.e., automobile, boat, airplane, or helicopter) designed and supplied with materials and devices to provide life-saving and supportive treatments or interventions while transporting the sick or injured and has the appropriate staff aboard to provide medical care, if necessary.

Inter-hospital transfers are the process of discharging a patient from one hospital inpatient stay or Emergency Department (ED) to another hospital that results in an admission to the second hospital.

II. **MEDICARE ADVANTAGE PLANS:**

Prior authorization is required for non-emergent medical transportation and air/helicopter hospital to hospital transport.

Submit a request through the MyAdvocate Medicare Advantage provider portal.

Call MyAdvocate Medicare Advantage at 1-800-991-8109 to request prior authorization for any non-emergency transportation or if the nearest facility is not able to provide the needed level of care and transportation is to a facility further away.

Per CMS: <https://www.cms.gov/outreach-and-education/outreachffsprovpartprogprovider-partnership-email-archive/2020-04-07-mlnc-se>

MyAdvocate Medicare Advantage follows Medicare guidelines when criteria are met. Ambulance transport is to the nearest medical facility that is able to provide the level of care.

[Medicare Manual, 100-04, Chapter 15: Ambulance](#)

<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c10.pdf>

III. COMMENTS:

[Ambulance: Land and Air Transportation Coding and Packaging Guidelines](#) (For MyAdvocate Medicare Advantage internal use only)