



April 2, 2026

Dear Health System Partners,

This bulletin provides important guidance regarding the process for requesting non-emergency medical transportation services, including updates to the non-emergent ambulance post authorization process, effective January 1, 2026.

I. Non-Emergency Ambulance Transportation

Ambulance Post Authorization Process

Effective January 1, 2026, non-emergent ambulance transport will be eligible for post authorization when the transport is non-emergent.

- Post authorization applies only to transport originating from a medical facility/hospital
- Transportation originating from a private residence or other non-hospital locations must be coordinated through Medical Transportation Management (MTM)
- This applies for Keystone First (Health Choices), Keystone First Community HealthChoices (CHC) and Keystone First VIP Choice plans.

Documentation Requirements

The referring medical facility is responsible for ensuring all required documentation is completed and maintained including:

- A clinical assessment by the referring physician confirming the medical necessity of ambulance transport
- Completion of a physician certification statement or PCS validating the medical requirement for ambulance services

Role of the Medical Facility/Hospital

Medical facilities are responsible for the following steps when arranging non-emergent ambulance transportation:

- Determine eligibility – verify the patient's insurance carrier to confirm whether MTM is the appropriate transportation manager
- Scheduling transportation – schedule non emergent ambulance transportation directly with an MTM approved and contracted ambulance provider

In the event of Medical Facility/Hospital Contracted Provider Unavailability

If the medical facility or hospital needs assistance with scheduling non-emergency ambulance transportation or is unable to secure an available ambulance provider, please contact MTM for assistance in coordinating and scheduling the required transportation services.



Keystone First
Family of Health Plans

MTM Contact Information for Scheduling Non-Emergency Ambulance Transportation:

- Keystone First CHC **1-855-540-7063**
- Keystone First **1-844-879-7345**
- Keystone First VIP Choice **1-877-917-4146**

II. Ambulatory or Wheelchair Transportation

As communicated in prior bulletin dated October 24, 2024, the facility should continue to utilize MATP for members requiring ambulatory or wheelchair transportation. You can access the October 24, 2024, bulletin at:

- www.keystonefirstpa.com > Providers > Resources > Communications > Fast Facts > 2024 Fast Facts
- www.keystonefirstchc.com > Providers > Resources > Communications > 2024 Fast Facts

For county specific contact information visit: <http://matp.pa.gov/>.

If the member has a Medicare Advantage Plan, the Medicare Advantage plan may offer a supplemental transportation benefit that can be used before their Medicaid plan benefit. Contact the appropriate Medicare Advantage plan or their contracted non-emergency medical transportation broker.

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