



Dear Provider,

Effective June 1, 2024, SummaCare will no longer cover non-emergency ground ambulance transportation and the associated mileage to transport members from an independent ER to an acute facility and from one acute care facility to another.

This includes, but is not limited to transport to a skilled nursing facility, short/long-term acute care hospitals and intensive rehabilitation facilities. For non-emergent ground transportation, prior and post authorization will not be granted. Please refer to the ambulance services coverage at [www.medicare.gov](http://www.medicare.gov) to review the Medicare regulations.

This change only applies to the SummaCare Medicare line of business and the member may not be held liable for the financial charges. While traditional Medicare requires the use of the Advanced Beneficiary Notice (ABN), this requirement does not apply to Medicare Advantage plans.

If you believe the service provided was medically necessary, based on traditional Medicare guidance and supported by the medical record please follow the appeal instructions listed on the back of the Explanation of Payment (EOP). To ensure your appeal is processed, you must adhere to the following guidelines:

- All appeals must be submitted on company letterhead.
- Each appeal must include a fully completed Waiver of Liability (WOL).
- Separate appeals must be submitted for each service/member on letterhead, along with the WOL.
- The WOL must be signed by the provider of service, not the billing company.

For detailed CMS guidance, please refer to: <https://www.cms.gov/medicare/appeals-and-grievances/mmcag/downloads/parts-c-and-d-enrollee-grievances-organization-coverage-determinations-and-appeals-guidance.pdf>

If you have questions, please contact Provider Support Services at 330.996.8400 or Provider Engagement at [providerengagement@summacare.com](mailto:providerengagement@summacare.com).

Sincerely,

SummaCare Provider Support Services