

Ordering transfers from noncontracted (or nonparticipating) ambulance services costs members money

Providers must order transfers from contracted ambulance services when arranging for non-emergency ground transfers. This applies to transfers for Blue Cross Blue Shield of Michigan commercial, Medicare Plus Blue, Blue Care Network commercial and BCN Advantage members.

Noncontracted ambulance services may balance bill members, which may result in members being charged large amounts for these services. For example, Superior Ambulance Service is noncontracted, and they recently began balance billing our members.

You can avoid this situation by using only contracted (or participating) ground ambulance services for non-emergency transfers. To determine which ground ambulance services are contracted with or participate with a member's health plan:

1. Go to **bcbsm.com**.
2. Click [Find a Doctor](#).
3. Click the *Search without logging in* link.
4. If prompted, choose a location.
5. In the upper-right corner of the screen, do one of the following:
 - Click the *I don't know my network* button.
 - Click the *Change your location or plan* link and then click *I don't know my network*.
6. Click the *Find a different plan* button.
7. Select the appropriate plan.
8. Click the *Confirm selection* button.
9. Click *Places by type*.
10. Enter *Land ambulance* or the name of a specific ambulance provider, and press Enter.

The search results include the ground ambulance services that are contracted with or participate with the plan you selected.

See our *Ground Ambulance Services* medical policy for additional information. To view the policy:

1. Go to **bcbsm.com/providers**.
2. Click *Resources*.



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Provider alert

Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM

Categories: Billing/claims/coding, Member care

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3. Scroll down the page and click the *Search Medical Policies* button.
4. In the [Medical Policy Router Search](#) page, enter **ground ambulance services** in the Policy/Topic Keyword field and press Enter.
5. Click the *Medical Policy – Ground Ambulance Services* link.