

Contracted air ambulance providers effective December 1, 2020

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As of December 1, 2020, the providers listed below are participating air ambulance providers with Anthem in Connecticut. That means, for members picked up in Connecticut, these participating providers have contractually agreed to accept our reimbursement rate as payment in full for approved and medically necessary transport, and will bill those members for cost-shares only.

Some air ambulance providers choose not to participate with us.

- These air ambulance providers may, and often do, charge members rates that are significantly higher than our contracted provider rates.
- These non-contracted air ambulance providers attempt to collect from our members the difference between our allowed amount and their billed amount.

To help our members avoid the high costs of air transportation from non-contracted providers, we ask that, whenever possible, you choose a participating air ambulance provider for your patients who are Anthem members. Utilizing participating providers:

- Protects the member from balance billing for what may be excessive amounts,
- Assures the most economical use of the member's benefits, and
- Is consistent with your contractual obligations to refer to in-network providers where available.

To schedule fixed wing or rotary wing air ambulance services, please:

1. Contact Anthem for precertification for all non-emergent transports, using the number on the back of the member's ID card, then
2. Call one of the phone numbers listed on the back of this page.

Please have the following information ready when you call one of the contracted air ambulance providers:

- Basic medical information about the patient, including the patient's name and date of birth or age. If the service was not precertified with Anthem, the air ambulance provider will also need to receive a full medical report from the attending facility.
- Current location of the patient, the name of the hospital or facility caring for the patient and its address (city and state)
- Location where patient is to be transported, including the name of the destination hospital/facility and address
- Approximate transport date or timeframe
- Special equipment or care needs

Should you have questions regarding the air ambulance network, including providers contracted for air ambulance pickups outside of [Connecticut] [Maine] [New Hampshire], please contact the Provider Call Center.

First, call Anthem for precertification if required by the member's policy. Then call one of the following:

Fixed wing (airplane) providers (HCPCS codes: A0430 & A0435)

Provider Name	Phone	Location Address	Web site
AeroCare Medical Transport Systems	630-466-0800	43W 752 Hwy 30 Sugar Gove, IL 60554	www.aerocare.com
Air Med International	877-288-5340	950 22 nd St., Ste. 800 Birmingham, AL 35203	www.airmed.com

Rotary wing (helicopter) providers (HCPCS codes: A0431 & A0436)

Provider Name	Phone	Location Address	Web site
Air Evac EMS Inc.	800-247-3822	1001 Boardwalk Springs Place, Ste. 250 O'Fallon, MO 63368	www.lifeteam.net
Med Trans Corp	800-347-0881	220 Westcourt Rd. Denton, TX 76207	www.med-trans.net

To arrange air transport originating outside the U.S., U.S. Virgin Islands, and Puerto Rico, call 800-810-BLUE for BCBS global core formerly BlueCard worldwide.

817-1220-PN-CT

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