



Use of Non-Emergency Ambulance Transportation (NEAT) During Severe Winter Weather Event

UnitedHealthcare Community Plan of Louisiana (UHC) is sharing [IB 26-04: Use of Non-Emergency Ambulance Transportation \(NEAT\) During Severe Winter Weather Event](#) on behalf of the Louisiana Department of Health (LDH). The state of Louisiana is presently affected by a severe winter weather event, projected to last from January 23 through February 2, 2026.

Due to hazardous road conditions and disruptions to routine services, LDH recognizes that beneficiaries may have limited access to standard non-emergency transportation. During this period, NEAT may be used when medically necessary and when no other safe, non-emergency transportation option is available, specifically for the following circumstances:

- Transportation to and from dialysis treatments
- Hospital discharges when no alternative non-emergency transportation is available

Ambulance providers may furnish NEAT in these circumstances to ensure continuity of medically necessary care and safe transitions from inpatient settings.

Billing Guidance

- Follow standard Louisiana Medicaid billing procedures for NEAT services.
- Append modifier CR (Catastrophe/Disaster Related) to all claims associated with services provided due to the winter weather event.

Use of the CR modifier enables LDH to properly identify services connected to this emergency.

CAT Form Requirement – Emergency Flexibility

The Certification of Ambulance Transportation (CAT) form remains required for all Medicaid non-emergency ambulance transports, including those occurring under this weather-related exception. However, LDH is granting flexibility by allowing delayed or retroactive CAT form completion.

Ambulance providers may complete the transport without an advance CAT form, when necessary, provided they make reasonable efforts to obtain the certification as soon as conditions allow.

1. Make Reasonable Efforts to Obtain a CAT

- Attempt to secure CAT certification before transport when feasible.

- If not feasible, obtain the CAT form afterward from an appropriate certifying practitioner or facility representative.

2. Clearly Document the Circumstances

Documentation must include:

- The medical necessity of ambulance transportation; and
- How severe weather conditions prevented the use of other safe, non-emergency transportation options.

Provider Contacts

- Fee-for-Service (FFS) Claims: Gainwell Technologies Provider Services
 - (800) 473-2783 or (225) 924-5040
- UHC:
 - 1-866-675-1607.

LDH has published Informational Bulletin 26-04 for your reference [IB26-04.pdf](#) .

For questions or concerns regarding any bulletin, contact UnitedHealthcare Community Plan at 1-866-675-1607.