



**Louisiana Department of Health
Informational Bulletin 26-4
January 27, 2026**

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

The Louisiana Department of Health (LDH) is issuing this informational bulletin to clarify the appropriate use of Non-Emergency Ambulance Transportation (NEAT) for Medicaid beneficiaries impacted by the current severe winter weather event (January 23 – February 2, 2026).

Due to hazardous conditions and service disruptions, LDH recognizes that Medicaid beneficiaries may experience limited access to routine non-emergency transportation. During this event, NEAT is appropriate 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 other non-emergency transportation is available.

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

Billing Guidance

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

The CR modifier is required to allow the Department to properly identify services related to this emergency circumstance.

CAT Form Requirement – Emergency Flexibility

The Certification of Ambulance Transportation (CAT) form remains required for all Medicaid non-emergency ambulance transports, including those provided under the winter weather exception. However, LDH is allowing delayed or retroactive completion of the CAT form.

Ambulance providers may complete the transport when a CAT form cannot be obtained in advance, provided that reasonable efforts are made to secure the certification as soon as conditions permit.

1. Make Reasonable Efforts to Obtain a CAT

- Attempt to obtain CAT certification prior to transport when feasible.
- If not feasible, obtain the CAT **after transport** from an appropriate certifying practitioner or facility representative.

2. Clearly Document the Circumstances

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

For questions related to fee-for-service (FFS) claims, contact Gainwell Technologies Provider Services at (800) 473-2783 or (225) 924-5040. Questions regarding managed care claims should be directed to the appropriate MCO.