

**I. ARMSTRONG DEFINITIONS/POLICY**

Armstrong defines a request for immediate transfers as an emergent and/or urgent response, whether lights and sirens are utilized. Immediate transfers will be dispatched upon the availability of a unit for transfer or as quickly and expediently as possible.

Armstrong defines a request for a scheduled transfer when the caller indicates a specific time for pickup and where the request is not immediate for a transfer to another hospital for continuation of patient care.

**II. CALL PRIORITY TYPE DEFINITIONS****IMMEDIATE:**

- Emergent/ Hot response when requested and dispatched < 20 minutes
- Urgent/Cold response when requested and dispatched =30 minutes but <60 minutes

**SCHEDULED/NON IMMEDIATE:**

- Next Available when requested and dispatched > 60 minutes
- Bariatric Transfer
- Bariatric Dialysis/Radiation
- Dialysis/Radiation
- Scheduled Transport
- Section 12/21

**III. BILLING SCOPE/PURPOSE**

Armstrong's payer contractual guidelines will necessitate appropriate ChargeMaster billing for all inter-facility transfers. If Armstrong is not contracted with a particular payer, the Call Booking – InterFacility Transfers Policy and Procedure (CC-001374) will define how an inter-facility transfer ChargeMaster is assigned and billed based upon the definition of immediate transfer and scheduled transfer (as briefed above in Section II).

**IV. BILLING PROCEDURE****NON-CONTRACTED PAYERS:**

- If dispatched as an immediate response and documentation supports, bill at the Emergency Base Rate.

## Inter-Facility (IFT) Billing Guidelines

PA-001375

- If dispatched as a schedule/non immediate response and documentation supports, bill at the Non-Emergency Base Rate.

**Example:** Medicare, Medicare HMOs, Medicaid, Medicaid HMOs, etc.

- If dispatched as an immediate response as defined above and documentation supports, follow Medicare billing guidelines including time stamps, pick up/destination to determine if billing as Emergency or Non-Emergency.
- If dispatched as a scheduled/non immediate response and documentation supports, bill at the Non-emergency rate as appropriate.

**Discrepancies:** If Call Priority contradicts documentation within the PCR, do not fix this. Please alert the Director of Billing, who will reach out to the Director of Communications to for review and clarification.

---

**CONTACT / DEPARTMENT:** Director of Billing Operations

**REFERENCES:**

**REVISION LEVEL:** 00

**REVISION DATE:** MARCH 12, 2024

**REVIEW SCHEDULE:** Annual

**APPROVED BY:** Jenna Hulbert  
Director of Billing Operations