

# Special Bulletin

For ambulance service providers

February 9, 2023

## Submitting Fractional Numbers for Ambulance Mileage

Effective **April 14, 2023**, when submitting claims for ambulance services, providers must submit the **exact fractional mileage** used. This includes wheelchair van, stretcher van, ground, and air ambulance transport claims submitted for commercial and Medicare Advantage members.

If you file claims through a clearinghouse or trading partner, please be sure to share this information with your billing vendor.

**IMPORTANT:** Trip logs must substantiate the mileage submitted and must be available for audit.

If you have any questions, please call the [Provider Service number](#) for your region.

This information is issued on behalf of Highmark Blue Shield and its affiliated Blue companies, which are independent licensees of the Blue Cross Blue Shield Association. Highmark Inc. d/b/a Highmark Blue Shield and certain of its affiliated Blue companies serve Blue Shield members in 21 counties in central Pennsylvania and 13 counties in northeastern New York. As a partner in joint operating agreements, Highmark Blue Shield also provides services in conjunction with a separate health plan in southeastern Pennsylvania. Highmark Inc. or certain of its affiliated Blue companies also serve Blue Cross Blue Shield members in 29 counties in western Pennsylvania, 13 counties in northeastern Pennsylvania, the state of West Virginia plus Washington County, Ohio, the state of Delaware, and 8 counties in western New York. All references to Highmark in this document are references to Highmark Inc. d/b/a Highmark Blue Shield and/or to one or more of its affiliated Blue companies.