

Responding to a Request for Ambulance Records

This check list is provided as a reminder of what to include when responding to a request for records. The documentation should include, but is not limited to:

- Name of beneficiary and date of service on all documentation
- Documentation legible and complete (including signature(s))
- Abbreviation key (if applicable)
- Identification of crew member and credentials
- Type of dispatch
- Reason for the transport
- Relevant history
- Assessment and clinical evaluations (A description of the patient's condition and functional status at the time of transfer)
- Monitoring and procedures performed
- Beneficiary's response to treatment
- Point of pick up (place and address)
- Mileage associated with transport
- Any documentation supporting medical necessity
- Non-Emergent transports:
- Documentation supporting bed confinement
- Signed and dated Physician Certification Statement (must meet guidelines)
- Documentation support why other methods of transportation are contraindicated for the beneficiary
- Beneficiary signature or signature of his or her representative
- Hospital to hospital transports: indicate the precise reason why the required services were not available at the first hospital (services not available at the first hospital, no beds available, etc.)
- Emergency room records
- For air transport, submit certification and documentation to support medical necessity for air versus ground transport
- If applicable, submit the Advance Beneficiary notice of Noncoverage (ABN) issued to the beneficiary/representative
- Check signatures to ensure legible. If missing, send a completed signature attestation. If illegible, send a signature log
- If applicable, submit your policy and procedure associated with the use of electronic signatures