

Balance billing by noncontracted ambulance services continues to stress patients

Blue Cross Blue Shield of Michigan and Blue Care Network haven't been able to secure a network contract with Superior Ambulance Service. Superior remains noncontracted (or nonparticipating) and continues to balance bill our members for amounts nearly four times our in-network rates.

You can help us prevent this situation from occurring. As a reminder, providers must order transfers from contracted ambulance services when arranging for non-emergency ground transfers to prevent patients from being balanced billed large amounts from noncontracted ambulance services.

You can help patients avoid this situation, which affects Blue Cross commercial, Medicare Plus Blue, BCN commercial and BCN Advantage members, by using only contracted ground ambulance services. To determine which ground ambulance services are contracted with or participate with a member's health plan:

1. Go to **bcbsm.com**.
2. Click [Find a Doctor](#).
3. Click the *Search without logging in* link.
4. If prompted, choose a location.
5. In the upper-right corner of the screen, do one of the following:
 - Click the *I don't know my network* button.
 - Click the *Change your location or plan* link and then click *I don't know my network*.
6. Click the *Find a different plan* button.
7. Select the appropriate plan.
8. Click the *Confirm selection* button.
9. Click *Places by type*.
10. Enter *Land ambulance* or the name of a specific ambulance provider, and press Enter.

The search results include the ground ambulance services that are contracted with or participate with the plan you selected.

See our *Ground Ambulance Services* medical policy for additional information. To view the policy:

1. Go to **bcbsm.com/providers**.



Blue Cross
Blue Shield
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of Michigan

Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

Provider alert

Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM

Categories: [Billing/claims/coding](#), [Member care](#)

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2. Click *Resources*.
3. Scroll down the page and click the *Search Medical Policies* button.
4. In the [Medical Policy Router Search](#) page, enter **ground ambulance services** in the Policy/Topic Keyword field and press *Enter*.
5. Click the *Medical Policy – Ground Ambulance Services* link.