**Important Announcement: Non-Emergent Ambulance Transition Effective 1/1/2022**

**Beginning with dates of service on or after January 1, 2022, all non-emergent ambulance trips will be carved out to HFS FFS.** **All non-emergent ambulance trips will be handled by First Transit FFS, the Department’s prior approval vendor.** First Transit FFS is not a transportation broker. This is a result of the [Public Act 102-0661](https://ilga.gov/legislation/publicacts/102/PDF/102-0661.pdf).

When a member needs a non-emergent ambulance trip scheduled, they will call First Transit FFS directly at 877-725-0569 (Monday through Friday, 8 a.m. to 5 p.m. CST). When a member or provider contacts First Transit FFS to request non-emergency ambulance services, First Transit FFS will initially verify member eligibility and will ask a series of questions to determine if they meet the medical necessity criteria to support the usage of non-emergency ambulance transportation. If they are eligible, First Transit will send members a list of ambulance providers for them to call and schedule their trip. A Physician Certification Statement (PCS) form will still be required for all non-emergent ambulance trips.

**Please note, only non-emergency ground ambulance transportation services will be moving from MCOs to First Transit FFS for handling. All other transportation requests for other various types of transport (Air Ambulance, Medicar, Service Car, Taxi and Private Auto) will remain the same.**

Please refer to the [HFS Notice](https://www2.illinois.gov/hfs/MedicalProviders/notices/Pages/prn211214a.aspx) from 12/14/21 for additional details and clarification.

You can contact the Bureau of Professional and Ancillary Services at 877-782-5565 for fee-for-service issues.