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Press Release

Lifeline Ambulance No Longer Medicare Provider – No Reason Given – No Notice

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Centers for Medicare and Medicaid Services (CMS) informed Lifeline a few days ago that we are no longer in their system and all they see is a National Provider Number with no other data since May 23. It took 6 weeks for them to answer the phones, reports Billing Supervisor Sara Midkiff.

CMS has received claims but is not processing them, adding confusion to the situation. All claims in the hopper were not processed either, as if the "circuit breaker tripped." We are currently adrift and have begun the enrollment process.

CMS official Doris Grimes indicated to Midkiff they believed a "Y2K" issue was the cause but offered no other information except they had to hire guards for the offices to keep providers out who were camped out in the parking lot and they are "locked inside."

Such news was shocking to Midkiff as we were "validated" in February for use with the new National Provider Identification Number (NPI) and passed "Legacy Free Day" in March.

In the interim, we have been told to apply to re-enroll as if we are a new provider after 21 years. Since we are not alone, Grimes indicated the process could take up to a year and a half now given the volume of providers on the street.

We will keep everyone posted as the matter unfolds and hope this is a short-term issue. We ask for your consideration regarding expenses and costs. If we request information from you, please respond promptly.