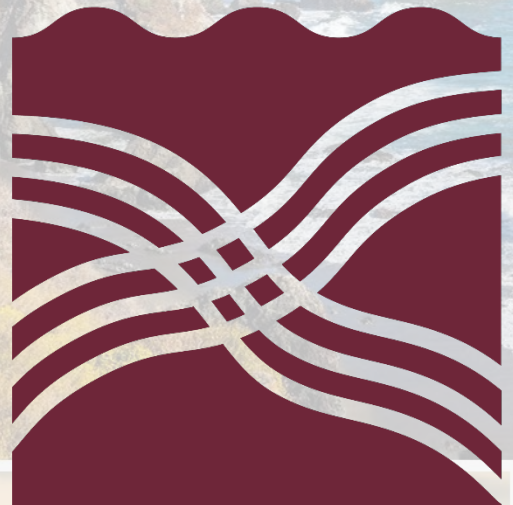


PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*



Transportation



# Transportation Benefit

- The Managed Care Plan responsibility:  
*To provide members the most appropriate and least costly transportation to Medi-Cal covered services including medical, dental, mental health, substance use disorder services.*
- Available at no cost to Partnership members

# Transportation Benefit



## Emergency Medical Transportation

Includes air and ground transport

Must be to the nearest hospital capable of meeting medical needs.

Requested by calling 911



## Non-Emergency Medical Transportation (NEMT)

Door-to-door assistance required

Medical management may be required during transport

Non-emergency ambulance, litter van/gurney, wheelchair van or medical air transport

Requires a PCS



## Non-Medical Transportation (NMT)

Member does not require assistance

Member must attest they have no other way to get to their Medi-Cal covered service

Least costliest mode of transport: Gas mileage reimbursement, taxi, public transportation or train



## Travel Expenses

Meals, lodging, parking, tolls and other travel expenses for all qualifying members

One medically necessary attendant/parent of a child under the age of 21, can qualify for their own separate meal issuance

Allowances to cover meals, lodging and salaries for medically necessary attendant

# NEMT Transportation

## Non-Emergency Medical Transportation (NEMT):

- All ages
- Provider Certification Statement (PCS) is required
- Door-to-Door assistance required; Medical management during transportation required
- Includes Ambulance, Litter Van, Wheelchair van, etc.
- Medi-Cal certified provider, Medi-Cal covered service
- Includes conserved members



# NEMT Transportation

## Provider Certification Statement (PCS) Requirements for NEMT transports

- All PCS form must include the following:
  - Function Limitations – an explanation of the medical condition preventing the use of standard NMT
  - Dates of Service – cannot exceed 12 months
  - Mode of Transport Needed
  - Certification Statement – a provider signature certifying that medical necessity was used to determine the type of requested transport
- Providers who can sign a PCS include:
  - Physicians (MD, DO)
  - Podiatrists (DPM)
  - Dentists (DDS)
  - Physician Assistants (PA)
  - Nurse Practitioners (NP)
  - Certified Nurse Midwives (CNM)
  - Physical Therapists (PT)
  - Speech Therapists (ST)
  - Occupational Therapists (OT)
  - Optometrists (O.D.)
  - Mental Health or Substance Abuse Providers

Note: The signer on the PCS must be operating within their licensed scope of practice and directing the medical care of the member. within that scope

Once the final policy is approved by DHCS PHC can only accept our DHCS approved Provider Certification Statement (PCS) for NEMT



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### Provider Certification Statement (PCS) For Non-Emergency Medical Transportation (NEMT)

In order to appropriately evaluate your request, complete all form fields below including provider signature and date of signature. If any field is incomplete, further documentation may be requested. This form constitutes a prescription. [References: California Code of Regulations (CCR), Title 22, Sections 51003, 51303, 51323, PHC Policy M0CCP2016, APL 17-010 and the Medi-Cal Provider Manual]

1. Patient's Name \_\_\_\_\_ 2. Medi-Cal ID number \_\_\_\_\_

3. Dates of Service (DOS) \_\_\_\_\_ Please complete for the desired date range of NEMT justification. Not to exceed 12 months and dependent on member eligibility.

4. Patient mobilizes via:  Wheelchair  Walker  Cane  Other (describe) \_\_\_\_\_

5. Functional limitations, (specific physical or mental), that preclude the patient's ability to ambulate without assistance or to be transported by private or public conveyance: (If patient can utilize taxi, public transport or gas mileage reimbursement please indicate this here.)  
 Patient is wheelchair bound and unable to self-transfer  Dialysis  Other (describe) \_\_\_\_\_

6. Based on 4 and 5, above, the required mode of transport is  
 Public Transport – Member is capable of utilizing local bus or para-transit system without assistance  
 Taxi – Member can get from their home to the vehicle and transfer without assistance  
 Wheelchair Van – Member must be transported by wheelchair because of disabling physical or mental limitation or is unable to self-transfer  
 Gurney Van – Member must be transported in a prone or supine position because member is incapable of sitting upright  
 Ambulance – Member's medical condition prevents the use of other forms of medical transportation (Member requires specialized equipment and/or personnel)  
 Air Ambulance – Member's medical condition prevents the use of ground transport (describe) \_\_\_\_\_

7. Provider signature (Acceptable signatures: MD, DO, PA, NP, CNM, Physical, Speech & Occupational Therapists, and Mental Health/Substance use disorder providers. Personal signature only. No proxy. No stamps.) \_\_\_\_\_ 8. Date \_\_\_\_\_  
 I certify that the information contained above represents an accurate assessment of the patient's medical condition on the date of service.

9. Physician Name (print or type) \_\_\_\_\_ 10. License number \_\_\_\_\_

11. Provider specialty (print or type) \_\_\_\_\_ 12. Telephone number (With area code) \_\_\_\_\_

13. Provider address (number, street, city, zip code) \_\_\_\_\_ 14. Fax Number (With area code) \_\_\_\_\_

# NMT Transportation



## Non-Medical Transportation (NMT):

- Open to all ages
- Member attests that they have exhausted all other methods of available transportation
- Least costliest mode of transportation that meets the need of the member
  - Gas mileage reimbursement
    - Request must be made in advance
  - Public transportation
  - Taxi/Lyft
  - Train ticket, etc.
- Recommend calling 5 days in advance of appointment

# About PHC Transportation

- Partnership in-house operations
  - Scheduling all NMT, NEMT and travel-related services
  - Call center staff located in both Fairfield and Redding
    - Local people who know the local area and conditions
  - Expanded hours: 7am – 7pm
  - Emergency service after hours and on weekends
- Member trip confirmation texting is now LIVE!
  - Members asked to “opt-in” to receive confirmation texts and can “opt-out” at any time
  - Receive a text at time of booking; 24-hours before scheduled pickup; and 2 hours before scheduled pick up

# How to Access Transportation Benefits

- **How to Schedule Non-Medical (NMT) & Non-Emergency Medical (NEMT) Transport**
  - Patients or providers can contact PHC Transportation Services at 866-828-2303 to arrange NMT and NEMT services.
  - 5150 transports via ambulance can be called in to PHC Transportation Services at **1-866-828-2303** or email trip details to [transportationhelpdesk@partnershiphp.org](mailto:transportationhelpdesk@partnershiphp.org)
    - Please indicate in the subject line of the email “URGENT 5150 Transport”
    - PHC staff will call attempt to call the requestor back within 1 hour
- **If a member needs emergency transport, please dial 911**



# Referrals & Questions

## PHC Transportation Services Team

**1-866-828-2303**

### **For Providers:**

Select option #3 in the phone tree

**Fax: 530-351-9055**

**Email: [transportationhelpdesk@partnershiphp.org](mailto:transportationhelpdesk@partnershiphp.org)**

### **For Members:**

**Fax: 707-420-7863**

**Email: [mytrip@partnershiphp.org](mailto:mytrip@partnershiphp.org)**

