



Physician Certification Statement for Non-Emergency Medical Transportation for Cal MediConnect Enrollees (Shared Risk PPGs)

Effective July 1, 2017, as required by California Welfare & Institutions Code §14132(ad)(1) and the California Department of Healthcare Services (DHCS) All Plan Letter 17-010 guidance regarding non-emergency medical transportation (NEMT) and non-medical transportation (NMT), Health Net Community Solutions, Inc. (Health Net) is providing NEMT and NMT for medically necessary covered services to all Cal MediConnect Plan (Medicare-Medicaid Plan) members through LogistiCare Solutions, LLC (LogistiCare).

NEMT is provided when a member needs to obtain medically necessary covered services via transportation by ambulance, litter van or wheelchair van that are prescribed by a physician, dentist, podiatrist, or mental health or substance use disorder provider who completes a Physician Certification Statement (PCS) form.

NMT includes transportation for medically necessary appointments and may be provided via passenger car, taxicab, paratransit (such as Access), or any other form of public or private vehicle. A PCS form is not required for NMT.

Effective October 1, 2017, in order to comply with CMS-2333-F, Health Net also provides NMT related to any Medi-Cal covered service to which a Cal MediConnect enrollee is entitled, even when those services are not delivered through Cal MediConnect. Health Net also refers and coordinates NEMT for these services for Cal MediConnect enrollees upon their request. Examples of these services include, but are not limited to, specialty mental health, substance abuse disorder, dental, and any other benefits delivered through the Medi-Cal fee-for-service (FFS) delivery system.

Health Net provides NEMT and NMT services for Health Net Cal MediConnect enrollees assigned to participating shared-risk physician groups (PPGs) delegated for utilization management but not financially at risk for transportation services.

Providers are required to contact LogistiCare to arrange for transportation services. Using transportation services from any provider other than LogistiCare may result in the denial of the claim for which the provider may be liable.

PHYSICIAN CERTIFICATION STATEMENT

A PCS form is required for NEMT services only. LogistiCare will send a PCS form to physicians to indicate approval for level of service, which may be authorized for a maximum of 12 months. A copy of the PCS form is attached.

For NEMT, the physician is required to document the member's limitations and provide specific physical and medical limitations that preclude the member's ability to reasonably ambulate without assistance or to be transported by public or private vehicles. Physicians can contact LogistiCare at 1-866-529-2128 to obtain a PCS form. For additional

THIS UPDATE APPLIES TO
CAL MEDICONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
Los Angeles County – 1-855-464-3571
San Diego County – 1-855-464-3572
www.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
fax 1-800-937-6086

information about coverage requirements, refer to the provider operations manuals available in the Provider Library on the Health Net provider website at provider.healthnet.com.

ADDITIONAL INFORMATION

Relevant sections of Health Net's provider operations manuals have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available electronically in the Provider Library, located on Health Net's provider website at provider.healthnet.com.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at provider_services@healthnet.com within 60 days, through the Health Net provider website at provider.healthnet.com, or by telephone as listed in the right-hand column on page 1.

SCHEDULING TRANSPORTATION SERVICES THROUGH LOGISTICARE

Providers should refer to the table below and contact LogistiCare to arrange for medically necessary or covered transportation services.

LogistiCare Transportation Services

LogistiCare uses telephonic interpreter services for all interpretation needs during reservations.

STANDARD DAYS AND HOURS OF CUSTOMER SERVICE CENTER OPERATION FOR ROUTINE RESERVATIONS	Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific time (PT)
WEEKEND AND HOLIDAY SCHEDULE	Closed Saturday and Sunday Closed on the following national holidays: New Year's Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving, and Christmas
ROUTINE TRANSPORTATION REQUESTS	Requires a 7 business-day notification
URGENT TRIP AND HOSPITAL DISCHARGE REQUESTS	Advance notice is not required and transportation can be scheduled for the same day of service. For hospital discharge, it may take a transportation provider 1 to 4 hours to pick up a member, depending on provider availability
HOURS OF OPERATION FOR URGENT AND SAME-DAY RESERVATIONS	Transportation assistance for trip recovery and after-hours hospital discharges is available 24 hours a day, 7 days a week
HOURS OF OPERATION FOR RIDE ASSISTANCE (<i>WHERE'S MY RIDE?</i> LINE) AND HOSPITAL DISCHARGES	Transportation assistance for trip recovery and after-hours hospital discharges is available 24 hours a day, 7 days a week
ROUTINE TRANSPORTATION APPOINTMENTS SCHEDULED FOR SATURDAY AND SUNDAY, AND WEEKDAYS AFTER 5:00 P.M.	Allowed for regularly scheduled appointments to participating providers who routinely see patients during this time. Reservations for these trips are scheduled during regular reservation hours
TOLL-FREE TELEPHONE NUMBERS	Reservations: 1-866-799-4465 Ride assistance (<i>Where's My Ride?</i> line): 1-866-799-4468 Hearing impaired (TTY): 1-866-288-3133 Facility line: 1-866-529-2128 Facility fax: 1-877-601-0535