

PROVIDER Update



Non-Emergency Medical Transportation and Non-Medical Transportation Benefit Change for Cal MediConnect Enrollees (Dual Risk)

Effective July 1, 2017, as required by California Welfare & Institutions Code §14132(ad)(1) and the California Department of Health Care Services (DHCS) All Plan Letter 17-010 guidance, non-emergency medical transportation (NEMT) and non-medical transportation (NMT) are covered services for all Medi-Cal beneficiaries. This extends, as well, to dually eligible beneficiaries enrolled in Health Net Community Solutions, Inc.'s (Health Net's) Cal MediConnect Plan (Medicare-Medicaid Plan).

NEMT is provided when a member needs transportation by ambulance, litter van or wheelchair van to obtain medically necessary covered services. The transportation must be prescribed by a physician, dentist, podiatrist, or mental health or substance use disorder provider, and the prescribing provider must complete 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, and participating physician groups (PPGs) refer and coordinate NEMT related to these services for Cal MediConnect enrollees upon their request. Examples of these additional services include, but are not limited to, specialty mental health, substance use disorder, dental, and any other benefits delivered through the Medi-Cal fee-for-service (FFS) delivery system.

For NEMT, PPGs or hospitals that have risk for NEMT in the Division of Financial Responsibility (DOFR) must authorize and coordinate with their transportation provider for medically necessary services in a timely manner. Failure to do so will result in the plan approving and arranging the transportation and processing a capitation payment deduction.

For NMT, Health Net is providing transportation through LogistiCare Solutions, LLC (LogistiCare) for medically necessary covered services.

COVERAGE REQUIREMENTS

A PCS form is required for NEMT services only. Physicians can contact LogistiCare at 1-866-529-2128 to obtain a PCS form.

THIS UPDATE APPLIES TO
CAL MEDICONNECT
PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

provider_services@healthnet.com
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San Diego County – 1-855-464-3572
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healthnet.com
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For NEMT, PPGs may use a DHCS-approved PCS form to secure authorization from the physician. Monthly reporting is required for the utilization of authorized PCS forms.

Health Net will provide reporting and submission requirements.

For NEMT authorizations, physicians are 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.

NMT and NEMT coverage is limited to the least costly medical transportation available that is adequate for the member's medical needs. Coverage is also limited to transportation to the nearest physician capable of meeting the member's needs.

NEMT and NMT services include transportation for the member and attendant(s), such as a parent, guardian, spouse, or child/children, and must be requested at the time of the initial transportation arrangement.

A member, relative or caregiver can request NEMT and NMT services, and the member's parent, legal guardian, caregiver, or family member may accompany the member on the trip.

NON-EMERGENCY MEDICAL TRANSPORTATION (PPG RESPONSIBILITY)

NEMT is a covered Cal MediConnect benefit when the member needs to obtain medically necessary covered services and when prescribed in writing by a physician, dentist, podiatrist, or mental health or substance use disorder provider. NEMT under Cal MediConnect is covered only when the patient's medical and physical condition is such that transport by ordinary means of public or private conveyance is medically contraindicated. Additionally, NEMT is covered for patients who cannot ambulate or are unable to stand or walk without assistance, including those using a walker or crutches. This includes door-to-door assistance for all members receiving NEMT services.

The NEMT modalities, in accordance with the Medi-Cal Provider Manual, are:

- NEMT ambulance services which include:
 - Transfers between facilities for members who require continuous intravenous medication, medical monitoring or observation.
 - Transfers: 1) from an acute care facility to another acute care facility, immediately following an inpatient stay at the acute level of care, 2) to a skilled nursing facility or 3) to a licensed intermediate care facility.
- Litter van services, when the member's medical and physical condition does not meet the need for NEMT ambulance services but meets both of the following:
 - The member must be transported in a prone or supine position because the member is incapable of sitting for the period of time needed for transport.
 - Specialized safety equipment is required over and above that which is normally available in passenger cars, taxicabs or other forms of public conveyance.
- Wheelchair van services, when the member's medical and physical condition does not meet the need for litter van services, but meets any of the following :
 - The member is incapable of sitting in a private vehicle, taxi or other form of public transportation for the period of time needed to transport.
 - The member must be transported in a wheelchair or assisted to and from a residence, vehicle and place of treatment because of a disabling physical or mental limitation.
 - Specialized safety equipment is required over and above that which is normally available in passenger cars, taxicabs or other forms of public conveyance.
- NEMT by air (requires Health Net authorization and Letter of Agreement) only under the following conditions:
 - Transportation by air is necessary because of the member's medical condition or because practical considerations render ground transportation not feasible.

NON-MEDICAL TRANSPORTATION (HEALTH NET RESPONSIBILITY)

NMT services include: round-trip transportation for a member by passenger car, taxicab, or any other form of public or private conveyance (private vehicle), as well as mileage reimbursement (at the time transportation is arranged), bus passes, taxi vouchers, or train tickets for medical purposes.

Round-trip NMT is available for the following:

- medically necessary covered services
- members picking up drug prescriptions that cannot be mailed directly to the member
- members picking up medical supplies, prosthetics, orthotics, and other equipment
- dental services
- mental health services
- substance abuse disorder services

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.

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by county within 60 days at:

Line of Business	Telephone Number	Email Address
CAL MEDICCONNECT – LOS ANGELES COUNTY	1-855-464-3571	provider_services@healthnet.com
CAL MEDICCONNECT – SAN DIEGO COUNTY	1-855-464-3572	

SCHEDULING NMT 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 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

PROVIDER Update



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REGULATORY | JANUARY 4, 2018 | UPDATE 18-008sum | 3 PAGES

Summary Update: Non-Emergency Medical Transportation and Non-Medical Transportation Benefit Change for Cal MediConnect Enrollees (Dual Risk)

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The NEMT modalities, in accordance with the Medi-Cal Provider Manual, are NEMT ambulance services, litter van services, wheelchair van services, and NEMT by air (requires Health Net authorization and Letter of Agreement). For details about each modality, please refer to the complete provider update, 18-008, *Non-Emergency Medical Transportation and Non-Medical Transportation Benefit Change for Cal MediConnect Enrollees (Dual Risk)*, distributed January 4, 2018.

NON-MEDICAL TRANSPORTATION (HEALTH NET RESPONSIBILITY)

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ADDITIONAL INFORMATION

To obtain a comprehensive description of the above topics, the complete update, 18-008, is available on the Health Net provider website at provider.healthnet.com in the Provider Library under *Updates and Letters > 2018*; search for provider update 18-008. Providers who do not have access to the Internet may request a print copy of update 18-008 by contacting the Health Net Provider Communications Department by fax at 1-800-937-6086 or by email at provider.communications@healthnet.com.

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