

# PROVIDER Update



Health Net®  
COMMUNITY SOLUTIONS

REGULATORY | JANUARY 4, 2018 | UPDATE 18-011 | 4 PAGES

## Non-Emergency Medical Transportation and Non-Medical Transportation Benefit Change 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 Health Care 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 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. 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 you may be liable.

### COVERAGE REQUIREMENTS

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.

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

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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 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](http://provider.healthnet.com).

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.

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.

### **Who can request transportation?**

- Member, relative or caregiver.

### **Who may accompany a member?**

- Member's parent, legal guardian, caregiver, or family member.

## **NON-EMERGENCY MEDICAL TRANSPORTATION**

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**

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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 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](http://provider.healthnet.com).

Providers are encouraged to access Health Net's provider portal online at [provider.healthnet.com](http://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
<b>CAL MEDICONNECT – LOS ANGELES COUNTY</b>	1-855-464-3571	provider_services@healthnet.com
<b>CAL MEDICONNECT – SAN DIEGO COUNTY</b>	1-855-464-3572	

## **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.

<b>STANDARD DAYS AND HOURS OF CUSTOMER SERVICE CENTER OPERATION FOR ROUTINE RESERVATIONS</b>	Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific time (PT)
<b>WEEKEND AND HOLIDAY SCHEDULE</b>	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
<b>ROUTINE TRANSPORTATION REQUESTS</b>	Requires a 7 business-day notification
<b>URGENT TRIP AND HOSPITAL DISCHARGE REQUESTS</b>	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
<b>HOURS OF OPERATION FOR URGENT AND SAME-DAY RESERVATIONS</b>	Transportation assistance for trip recovery and after-hours hospital discharges is available 24 hours a day, 7 days a week
<b>HOURS OF OPERATION FOR RIDE ASSISTANCE (<i>WHERE'S MY RIDE?</i> LINE) AND HOSPITAL DISCHARGES</b>	Transportation assistance for trip recovery and after-hours hospital discharges is available 24 hours a day, 7 days a week
<b>ROUTINE TRANSPORTATION APPOINTMENTS SCHEDULED FOR SATURDAY AND SUNDAY AND WEEKDAYS AFTER 5:00 P.M.</b>	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
<b>TOLL-FREE TELEPHONE NUMBERS</b>	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



Health Net®  
COMMUNITY SOLUTIONS

REGULATORY | JANUARY 4, 2018 | UPDATE 18-011sum | 3 PAGES

## Summary Update: Non-Emergency Medical Transportation and Non-Medical Transportation Benefit Change 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 Health Care 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).

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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, 18-011, *Non-Emergency Medical Transportation and Non-Medical Transportation Benefit Change for Cal MediConnect Enrollees (Shared Risk PPGs)*, distributed January 4, 2018.

## **NON-MEDICAL TRANSPORTATION**

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.

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## **ADDITIONAL INFORMATION**

To obtain a comprehensive description of the above topics, the complete update, 18-011, is available on the Health Net provider website at [provider.healthnet.com](http://provider.healthnet.com) in the Provider Library under *Updates and Letters > 2018*; search for provider update 18-011. Providers who do not have access to the Internet may request a print copy of update 18-011 by contacting the Health Net Provider Communications Department by fax at 1-800-937-6086 or by email at [provider.communications@healthnet.com](mailto:provider.communications@healthnet.com).

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