

Your Patients Can Get a Ride to Their COVID-19 Vaccine

How can members arrange a ride?

Call ModivCare at **855-253-6864** once COVID-19 vaccine appointment is scheduled.

- Rides to and from mass public vaccination sites are not eligible.
- Drivers are not able to wait with the member in line to get the vaccine.

Advance notice plan requirements

Prior authorization is **not** required. Refer to the chart below for advance notice requirements by service type.

Service type	Service examples	Advance notice
Non-emergency medical transportation	<ul style="list-style-type: none"> • Gurneys • Wheelchair vans • Litter vans 	Call ModivCare at 855-253-6864 48 hours in advance
Non-medical transportation	<ul style="list-style-type: none"> • Taxis • Sedans • Rideshare • Other types of public/private transport 	Call ModivCare at 855-253-6864 24 hours in advance



Return rides

Return rides for all reservations will be scheduled for one hour after the set appointment time for the vaccine. If the member is ready earlier or the appointment is taking longer than an hour, they will need to call ModivCare at **855-253-6864** to schedule a return ride.

PPGs and hospitals who have risk for NEMT

Participating physician groups (PPGs) or hospitals who have risk for non-emergency medical transportation (NEMT) in the Division of Financial Responsibility (DOFR) must arrange NEMT in a timely manner. **Failure to do so will result in Health Net*, on behalf of CalViva Health, approving and arranging the transportation, and processing a capitation payment deduction.**

CalViva Health is a licensed health plan in California that provides services to Medi-Cal enrollees in Fresno, Kings and Madera counties. CalViva Health contracts with Health Net Community Solutions, Inc. to provide and arrange for network services.
*Health Net Community Solutions, Inc. is a subsidiary of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies.
All rights reserved.