

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

How can members arrange a ride?

Refer to the chart below for transportation coverage by plan type and contact information for member's to arrange a ride through ModivCare to a health care office or facility, hospital, or pharmacy.

- 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.

Plan	Covered/ Not covered	Contact number to arrange a ride
Medi-Cal	Covered	855-253-6863 (for reservations to and from appointments)
HMO, EPO, POS, PPO and HSP	Not covered	N/A



Advance notice plan requirements

Members must call ModivCare (at the phone numbers noted by plan above) in advance to arrange a ride to and from COVID-19 vaccine appointments. Prior authorization is **not** required. Refer to the chart below for advance notice plan requirements.

Service type	Service examples	Advance notice
Non-emergency medical transportation	<ul style="list-style-type: none"> • Gurneys • Wheelchair vans • Litter vans 	Call 48 hours in advance ¹
Non-medical transportation	<ul style="list-style-type: none"> • Taxis • Sedans • Rideshare • Other types of public/private transport 	Call 24 hours in advance ¹

¹Refer to the phone number above.

(continued)

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 back 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* approving and arranging the transportation, and processing a capitation payment deduction.***

