

Quality Patient Transportation = Positive Health Outcomes

SUPPORT CALVIVA HEALTH MEMBERS' ACCESS TO CARE WITH MODIVCARE™

Modivcare is Health Net and CalViva Health's contracted provider for non-emergency and non-medical transportation services. The tech-enabled health care company improves CalViva Health members' access to care, helping them live healthier lives.*

What services does Modivcare provide?

- Non-emergency medical transportation (NEMT): gurneys, wheelchair vans, litter vans and ambulance.
- Non-medical transportation (NMT): mileage reimbursement (member cannot be the driver), rideshare, taxis, sedans and other types of public/private transport.

What is included with Modivcare?

- NEMT and NMT for CalViva Health members assigned to shared-risk and fee-for-service participating physician groups (PPGs).
- NMT for all CalViva Health members regardless of PPG risk.
- Unlimited trips.

Note: A Physician Certification Statement (PCS) is required for NEMT services.



How do I arrange transportation services with Modivcare?

Refer to the table below to request transport for members through Modivcare. Physicians and other providers can also request routine transports online at tripcare.modivcare.com. Call Modivcare directly for urgent service requests.

Transport type	Advance notice	Contact information
Rideshare curb-to-curb	"Real time," defined as 1 hour within the request	Submit a PCS form to the Health Net Care Ride Unit via fax to 833-701-0051 to obtain authorization before contacting Modivcare for scheduling.
NEMT	48 hours (A Physician Certification Statement form is required for NEMT services.)	
NMT	24 hours	888-893-1569 and choose the transportation option. Monday-Friday, 7 a.m.-7 p.m.
Mass transit	5 days	
Urgent services (e.g., dialysis, chemotherapy and discharges)	Up to 4 hours to arrange	888-893-1569 and choose the transportation option. 24 hours a day, 7 days a week