

Quality Patient Transportation = Positive Health Outcomes

SUPPORT HEALTH NET MEMBERS' ACCESS TO CARE WITH MODIVCARE™

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

What services does Modivcare provide?

- Non-emergency medical transportation (NEMT): ambulance, gurneys/ stretcher van, wheelchair vans and litter vans.
- Non-medical transportation (NMT): mileage reimbursement (member cannot be the driver), rideshare, taxis, sedans, and mass transit (e.g., buses, trains).

Transportation benefits vary by lines of business. To determine what type of transportation services are covered under a member's benefit, physicians and other providers should call the Member Services number on back of the member's insurance card.

How do I arrange transportation services with Modivcare?

Refer to the following 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.



(continued)

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Products	Advance notice	Phone number and hours
Commercial HMO	Not required (ambulance only)	866-842-0675 24 hours a day, 7 days a week
Commercial PPO Marketplace HMO and PPO (through Covered California)	Not required (ambulance only)	877-440-7433 24 hours a day, 7 days a week
Medi-Cal	<ul style="list-style-type: none"> • Rideshare curb-to-curb: Real time, defined as within 1 hour of request • NEMT:48 hours [A Physician Certification Statement (PCS) form is required for NEMT services.] • NMT: 24 hours • Mass transit: 5 days • Urgent services (e.g., dialysis, chemotherapy and discharges): Up to 4 hours to arrange 	<p>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.</p> <p>800-675-6110 and choose the transportation option. Monday-Friday, 7 a.m.-7 p.m.</p>