



How to Help Members Access Transportation for Health Care Services

Transportation services can reduce no-show rates and improve health outcomes for your patients

Access to reliable transportation can be vital for ensuring members attend their health care appointments. This guide walks you through how to arrange transportation services.

Follow these steps to arrange transportation for **Medi-Cal** members. Contact Health Net directly for urgent requests.

For Medi-Cal members:



Step 1 – Initial contact

If the member is a **Medi-Cal** member, let them know they must contact you or Health Net if they need medical transportation.



Step 2 – Determine transportation level

- **Non-emergency medical transportation (NEMT): Requires authorization.** For medical conditions needing transport via ambulance, wheelchair van, or gurney (e.g., members requiring assistance to move or special support like oxygen).
- **Non-medical transportation (NMT): No authorization needed.** For standard transport options (e.g., rideshare, taxis, public transit). Members must use the least costly option suitable to their needs.



Step 3 – Verify coverage

- Check the member's benefits to confirm transportation eligibility by calling the Provider Services number on their insurance card.
- **For NMT requests**, go directly to step 6 to schedule a ride.



Step 4 – Submit a PCS form for authorization if the member needs NEMT

- A. **Download** a Physician Certification Statement (PCS) form for NEMT directly from the Provider Library at providerlibrary.healthnetcalifornia.com > *Medi-Cal* > *Forms and References* > *Physician Certification Statement Form - Request for Transportation* or go to <https://bit.ly/PCS-HN-Form>.
- B. **Fill out and sign** the PCS form for a Medi-Cal member when the member requests medical transportation. Remember, trips via rideshare providers like **Lyft and Uber** are classed as “non-medical” transportation and **do not** require a PCS form or prior authorization.



Follow these steps to arrange transportation.

(continued)

- C. **Fax** the PCS form to the Health Net Care Ride Unit to obtain authorization before contacting Modivcare for scheduling. Fax the PCS form to: **833-701-0051**.
- D. Reassess the member’s medical need for medical transportation when prior authorization expires. If they still qualify, reapprove the transportation and submit a new PCS form. Authorization may be granted for up to 12 months.



Step 5 – Authorization notification

Health Net will notify you and the member of the authorization decision, and will notify Modivcare daily of approved authorizations.



Step 6 – Schedule the ride

Once authorization is approved, contact Health Net at **800-675-6110** to schedule transportation.

Routine NMT trips can also be scheduled online at **tripcare.Modivcare.com**.

When calling to schedule, please consider the required advance notice for different types of services:

- **Rideshare (curb-to-curb):** Real-time, within 1 hour.
- **Urgent services (e.g., dialysis, chemotherapy, discharges):** Up to 4 hours.
- **Non-medical transportation (NMT):** 24 hours.
- **Non-emergency medical transportation (NEMT):** 48 hours.
- **Mass transit (buses, trains):** 5 days.

Modivcare’s scheduling team is available Monday-Friday, 7 a.m. to 7 p.m.

For Employer Group or Marketplace HMO and PPO members:

Members may directly contact Health Net* or Modivcare to arrange **ambulance services**.

To assist members with Employer Group HMO, PPO or Marketplace plans (i.e., through Covered California):

Type of plan	Is advance notice needed?	Phone number and hours
Employer Group HMO	No	Call 866-842-0675. Available 24 hours a day, 7 days a week
Employer Group PPO Marketplace HMO and PPO (through Covered California)	No	Call 877-440-7433. Available 24 hours a day, 7 days a week

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