



# 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 the Plan directly for urgent requests.



### Step 1 – Initial contact

If the member is a **Medi-Cal** member, let them know they must contact you or the Plan 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](https://providerlibrary.healthnetcalifornia.com) > *Medi-Cal* > *Forms and References* > *Physician Certification Statement Form - Request for Transportation* or go to <https://bit.ly/PCS-CHPIV-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.
- 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**.



Follow these steps to arrange transportation.

(continued)

- 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**

The Plan 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 Community Health Plan of Imperial Valley at **833-236-4141** 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.**

Community Health Plan of Imperial Valley ("CHPIV") is the Local Health Authority (LHA) in Imperial County, providing services to Medi-Cal enrollees in Imperial County. CHPIV contracts with Health Net Community Solutions, Inc. to arrange health care services to CHPIV members. \*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.

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