

## Summary of Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT) Services at L.A. Care Health Plan

L.A. Care Health Plan (L.A. Care) provides NEMT & NMT services for eligible L.A. Care members through our partnership with Call the Car, Inc. We realize how important this benefit is to our members and your patients and we strive to provide high quality transportation services. This summary of NEMT & NMT services and benefits helps to provide clarity when utilizing transportation services.

### I. Understanding NEMT and NMT transportation

#### A. NEMT-Non Emergency Medical Transportation

NEMT is a mode of transportation provided by managed care organizations and is based on a member's medical necessity when they are prescribed in writing. NEMT is covered when the member's medical and physical condition is such that transport by ordinary means of public or private conveyance is medically contraindicated and transportation is required for the purpose of obtaining needed medical care. Per APL 22-008 NEMT, services require a (Prior authorization) PCS form in order to determine the appropriate level of service for members. **Wheelchair, Gurney/Liter, Basic Life Support (BLS), Advance Life Support (ALS), Specialty Care Transport (SCT), and Air Ambulance (Rotary & Fixed Wing)** provide NEMT transport.

#### B. NMT- Non Medical Transportation

NMT service is for **routine medical or other eligible non-medical appointments**. This type of transport is provided by taxi, rideshare, sedan, or van. NMT does not include transportation of the sick, injured, invalid, convalescent, or otherwise incapacitated. There are two types of NMT levels of service **Ambulatory Curb-to-Curb** (member can walk and does not need assistance) and **Ambulatory Door-Through-Door** (member can walk with use of a walker, cane, or crutches, and does require assistance).

### II. Transportation Benefit coverage by Line of Business

Product Line	Transportation Type	Benefit	Authorization Responsibility
Medi-Cal (MCLA)**	Emergency Medical	Unlimited	Authorization not required
	*NEMT: Advance Life Support (ALS)/Basic Life Support (BLS)/Critical Care Transport (CCT), Gurney/Litter Van and Wheelchair Van	Unlimited	*L.A. Care provides authorization
	NMT	Unlimited	Authorization not required to eligible location
L.A. Care Covered/ L.A. Care Covered Direct (LACC)	Emergency Medical	Unlimited	Authorization not required
	*NEMT: ALS/BLS/CCT, Gurney/Litter Van and Wheelchair Van	Unlimited for transfers/discharges only from facility to facility or facility to home for non-ambulatory Members	Authorization not required for Transfers *L.A. Care provides authorization for Discharges
	NMT	No benefit	No benefit
PASC / SEIU	Emergency Medical	Unlimited	Authorization not required
	*NEMT: ALS/BLS/CCT, Gurney/Litter Van and Wheelchair Van	Unlimited for transfers/discharges only from facility to facility or facility to home for non-ambulatory Members	Authorization not required for Transfers *L.A. Care provides authorization for Discharges
	NMT	No benefit	No benefit

\*\*Dual Special Needs Plan (DSNP) members have transportation benefits through their aligned MCLA Benefits.

### **III. APL22-008 Updates**

#### **A. Urgent Reservations**

Call the Car will arrange NEMT transportation services when member requires medically necessary services of urgent nature and a PCS form could not have reasonably been submitted beforehand. The member's provider must submit a PCS form post-service for the telephone authorization to be valid. Please refer to section V titled How to schedule transportation with Call the Car.

#### **B. Transfers (3-hour Time Frame)**

To ensure a timely transfer, NEMT services from an acute care hospital immediately following an inpatient stay at the acute level of care, to a skilled nursing facility, an intermediate care facility, an imbedded psychiatric unit, a free standing psychiatric inpatient hospital, a psychiatric health facility, or any other appropriate inpatient acute psychiatric facility, must be provided within 3 hours of the member or Provider's request.

#### **C. Major Organ Transplant (MOT) reservations**

The plan provides Major Organ Transplant (MOT) donors NEMT or NMT transportation at the request of the MOT donor or the member who is the recipient. PCS forms are not required for MOT donors requesting NEMT services to ensure the donor has the ability to get to the hospital for the MOT transplant. The plan does utilize prior authorization and utilization management controls for the provision of related travel expenses, including protocols for determining whether an attendant is necessary for the member and the donor. The Health Plan will allow an attendant for the donor if it is determined that an attendant to accompany the donor is necessary.

Provider/Facility to contact L.A. Care at: **1-877-431-2273** to obtain prior authorization

#### **D. Travel Related Expenses**

##### **1. Member Reimbursement**

The health plan will reimburse members for approved travel expenses. Reimbursement must cover the actual expenses incurred by the member and the accompanying attendant as long as those expenses are reasonable and supported by receipts.

##### **2. Pre-Payment by the Vendor**

Call the Car will prepay for related travel expenses, including expenses for meals and lodging, if the member and the accompanying attendant are unable to pay in advance. The member must attest to the Health Plan in person, electronically, or over the phone that they are unable to pay in advance for related travel expenses. Provider/Facility/member to contact L.A. Care at: **1-877-431-2273** and select the prompt for transportation.

## **IV. Things to consider prior to scheduling a reservation**

### **A. NEMT**

#### **1. Physician Certification Form (PCS Form)**

- a. As required Department of Health Care Services (DHCS) **PCS Form** must be submitted to L.A. Care's Utilization Management Department **via fax to (213) 438-2201** for all NEMT requests.
- b. The PCS form is available at <https://www.lacare.org/providers/provider-resources/forms-manuals> The form is accessible under the "For Providers" → "Provider Resources" → "Forms and Manuals" → "Utilization Management Forms" → "Physician Certification Statement\_(PCS) form" (PDF).
- c. PCS forms shall be submitted to L.A. Care's Utilization Department within 24 hours of the NEMT trip being performed to accurately document activity and avoid unnecessary delays.
- d. A **Provider signature** is required on the PCS form for L.A. Care UM approval.

### **B. NMT**

#### **1. Physician Certification Form (PCS Form) is NOT required**

If the member is Ambulatory no prior authorization is needed you or the member can proceed to scheduling a transportation. Please refer to section V titled How to schedule transportation.

### **C. Exceptions**

#### **1. PCS Form NOT needed when:**

Per APL 22-008 NEMT a PCS form a member or provider is not required to obtain prior authorization for NEMT services if the member is being transferred from an emergency room to an inpatient setting, or from an acute care hospital, immediately following an inpatient stay at the acute level of care, to a skilled nursing facility, an intermediate care facility or imbedded psychiatric units, free standing psychiatric inpatient hospitals, psychiatric health facilities, or any other appropriate inpatient acute psychiatric facilities.

## **V. How to schedule reservations with L.A. Care operated by Call the Car?**

### **A. Scheduling NEMT transportation**

- a. To support Providers when assisting the member's providers can call L.A. Care's Health Services Department at **1-877-431-2273**; Follow the IVR prompts for transportation to be seamlessly transferred to Call the Car and connect to a live agent. Call the Car's call center is available 24/7/365 to assist with reservations.
- b. If a member would like to schedule members should be directed to call their product line specific number on the back of their membership card

**1. Routine Transportation**

- a. PCS Form is needed Prior to scheduling a reservation
- b. A minimum of 2 business days is required for Call the Car to arrange
- c. The Transportation Provider will pick up the member 15 minutes prior to or after the scheduled pick-up time.

**2. Discharges**

- a. Typically a PCS Form is needed Prior to scheduling a reservation
- b. May be scheduled same day of the request
- c. Call the Car has a 3-hour window from the time of the request to perform the Discharge
- d. Follow IVR prompt for Discharge

**3. Transfers**

- a. A PCS Form is not required for the PCS Form Exceptions outlined above
- b. Per APL22-008 Call the Car has a 3-hour window from the time of the request to perform the transfer.
- c. May be scheduled same day of the request
- d. Follow IVR prompt for Transfers

**B. Scheduling NMT Transportation**

- a. NMT transportation does not require a PCS Form
- b. If member requires NMT (Curb to Curb) level of service this can be scheduled same day a minimum of 3 hours prior to appointment.
- c. All other NMT transports require a minimum of 2 business days is required for Call the Car to arrange
- d. To support Providers when assisting the member's providers can call L.A. Care's Health Services Department at **1-877-431-2273**; Follow the IVR prompts for transportation to be seamlessly transferred to Call the Car and connect to a live agent. Call the Car's call center is available 24/7/365 to assist with reservations
- e. If a member would like to schedule members should be directed to call their product line specific number on the back of their membership card

**C. Standing Orders**

**1. Scheduling Transportation**

- a. Available for both NEMT and NMT
- b. If NEMT is requested a PCS Form is needed prior to scheduling a reservation
- c. A minimum of 2 business days is required for Call the Car to arrange
- d. The Provider may request that the member be placed on a Standing order. In order to be eligible for this service the members must be on a life sustaining treatment and require to attend an appointment more than twice a week.

- e. To support Providers when assisting the member's providers can call L.A. Care's Health Services Department at **1-877-431-2273**; Follow the IVR prompts for transportation to be seamlessly transferred to Call the Car and connect to a live agent. Call the Car's call center is available 24/7/365 to assist with reservations
- f. If a member would like to schedule members should be directed to call their product line specific number on the back of their membership card

#### **D. Will Call Reservations**

- a. In the event that you are unsure of how long the members appointment will last you can set it up the reservation as a Will Call
- b. The transportation provider has up to 60 minutes from the time of call to pick-up the member.
- c. Available for both NEMT and NMT
- d. If NEMT is requested a PCS Form is needed Prior to scheduling a reservation
- e. A minimum of 2 business days is required for Call the Car to arrange

#### **E. Mobile Application CTC-Go**

- a. Available for member to download via IOS and Android store by simply searching "CTC-GO" or by clicking the link on your mobile phone: [CTC-GO Mobile App Download](#)
- b. Health Plan Members can register using their Member ID information and then log in with their e-mail
- c. Mobile App features allow members to: Track their ride, Schedule a ride, View trip history, View the name of their transportation vendor, Make a cancellation, Rate their ride, and Receive push notifications for: Day before Upcoming Trip reminder and Day after Rate your Ride reminder

## **VI. What can I do if I am Experiencing Issues?**

### **A. Where's My Ride (WMR)**

For real time assistance dial L.A. Care's Health Services Department at **1-877-431-2273** follow the prompts for transportation and then **WMR** ask to speak to a Call the Car lead or supervisor who is available 24/7. If a member is experiencing issues with arranging transportation, they can dial the number on the back of their ID card. The member may also reach Call the car via Mobile app and selecting the Call Center button when they are viewing the reservation details.

**B. Transportation Experience Manager (TEM)**

If you are experiencing transportation issues during operating business hours, Monday-Friday 8am-4pm please contact: Ryan Bowen, Call the Car's Transportation Experience Manager, at: [rbowen@callthecar.com](mailto:rbowen@callthecar.com)

For after-hour assistance, please continue to utilize the L.A. Care Health Services line

**C. Filing a Grievance**

If a member has asked you to file a grievance on their behalf, you should always contact L.A. Care first to let us know about the complaint. You can file a grievance at any time by phone, in writing or [online](#). Call us 24 hours a day, 7 days a week, including holidays at 1-888-839-9909 (TTY: 711). Letting us know about your problem will help us improve care for all members.

**VII. Frequently Asked Question's (FAQ's)**

**A. Does NMT require a PCS Form?**

No, a PCS Form is not required when creating the reservation for NMT level of service with Call the Car.

**B. Who can sign the PCS form?**

The PCS form can be signed by the physician, dentist, podiatrist, mental health provider, substance use disorder provider, or a physician extender, for the purposes of enabling a member obtain medically necessary covered services.

**C. How long does it take to review the PCS form?**

L.A. Care's standard utilization review turn-around time is five (5) business days. Upon approval by L.A. Care's UM Department, the member will receive an authorization letter informing the member to call L.A. Care to arrange his or her transportation.

**D. Can a PCS form be submitted with multiple modalities?**

Yes, if multiple modalities are selected in PCS Form Call the Car may choose the appropriate level of service needed when the scheduling

**E. What can a Provider do if CTC fails to transfer the member within 3-hour window for inpatient acute facility to facility transfers?**

The Provider may utilize a vendor of their choosing only when the following are met:

- If Call the Car cannot accommodate transfer immediately following an inpatient stay at the acute level of care, to a skilled nursing facility, an intermediate care

- Facility, an imbedded psychiatric unit, a free standing psychiatric inpatient hospital, a psychiatric health facility, or any other appropriate inpatient acute psychiatric facility within 3 hour window. Call the Car to confirm with the facility that they are unable to provide the NEMT transportation.
- Call the Car will notate in their system and capture information who they spoke to at the facility, why the trip was not accommodated, trip ID and relay this information to L.A. Care.
- Only then can transportation providers/companies request reimbursement from L.A. Care by submitting an electronic claim through one our Clearing Houses. L.A. Care's auto-adjudication claims payment system will accordingly pay or deny depending upon the above criteria, and such payment will be at the non-contracted rate.
- In other words, if the transportation provider attempts to leapfrog CTC without allowing them to first coordinate the transfer and if any claims are out of scope of the more narrow transfer criteria, such claims will be denied but providers will have the opportunity to dispute as standard.

*\*Please note if vendor is not part of Call the Car's Network, you do run the risk of having the member transported by a non-credentialed vehicle or driver.*

- Change Healthcare Customer Support line at (877) 363-3666 or visit: <https://www.changehealthcare.com/>
- Please note: L.A. Care's Payer ID: LACAR

#### **F. Which are the MOT travel related expenses that are covered for the donor or approved accompanying attendant?**

The Plan covers travel expenses for MOT donors such as transportation-related travel expenses determined to be necessary for NEMT and NMT, including the cost of transportation and reasonably necessary expenses for meals and lodging for members receiving medically necessary covered services and their accompanying attendant.

#### **G. What is considered a "round trip"?**

A "round trip" is defined as one trip to the medical appointment and one trip back from the medical appointment for which the member is seeking NEMT or NMT. LA. Care approves transportation request that are reasonable, including but not limited to, providing transportation services that begin or conclude at a location other than the member's residence on record (i.e., school, daycare, work, recuperative care centers, etc.). The Plan also allows round trips with different start and end points.

#### **H. What types of reservations can be scheduled as a round trip?**

Round trip is available for the following: Medically necessary covered services, Members picking up drug prescriptions that cannot be mailed directly to the member, Members picking up medical supplies, prosthetics, orthotics and other equipment.

**I. What number can a Provider or Facility call during after-hours for transportation (Saturday/Sunday and appointments after 7:00 PM)?**

Provider/Facility to contact L.A. Care at: 1-877-431-2273 and select the prompt for transportation.

**J. Can a facility utilize their own preferred transportation vendor and bill L.A. Care for reimbursement of costs?**

No, a facility may not utilize their own preferred transportation vendor and bill L.A. Care for reimbursement of costs. If a facility chooses to utilize their own preferred transportation vendor, the facility will be financially responsible for all associated cost. All transportation must be arranged through L.A. Care's vendor, Call the Car.

**K. Does a minor need to be accompanied by an adult?**

A minor must be accompanied by a parent or legal guardian, the parent or legal guardian is responsible to make the reservation and inform the transportation provider at the time of reservation that additional space is needed to transport a parent or guardian with the member. With the written consent of a parent or guardian, L.A. Care may arrange NEMT for a minor who is unaccompanied by a parent or a guardian and ensure written consent forms are received prior to arranging transportation. A copy of the consent form can be obtained from L.A. Care's Customer Solutions Center. Consent forms shall be forwarded to L.A. Care's Utilization Management Dept. for review and filing.

**L. Once the Transfer has been scheduled what is the time frame that Call the Car has to perform the reservation?**

To ensure a timely transfer, NEMT services from an acute care hospital immediately following an inpatient stay at the acute level of care, to a skilled nursing facility, an intermediate care facility, an imbedded psychiatric unit, a free standing psychiatric inpatient hospital, a psychiatric health facility, or any other appropriate inpatient acute psychiatric facility, must be provided within 3 hours of the member or Provider's request.

**M. What should I expect once I schedule transportation for a discharge or transfer?**

Call the Car will call you once a vendor has been secured and will provide you with an ETA and assigned vendor information. Expect a call back from Call the Car representatives between 20 minutes to 1 hour after scheduling the transportation.

**N. Does Call the Car provide transportation from Urgent Care to the Emergency Department (ED) for Higher Level of Care Services?**

Call the Car will provide transportation to the Emergency Department for members who require access to a higher level of care services, if and only when the member is medically stable. As such, it is important to inform the Call the Car Customer Service Representative that the member is stable to ensure that transportation gets arranged. In the event of a true emergency, please dial 911.



**O. Can members schedule transportation to COVID testing and vaccination sites?**

Yes, members may schedule transportation to approved COVID-19 testing & vaccination sites. Transportation should be scheduled 48 hours in advance to the appointment. No same day trips are available for COVID testing or vaccinations.

**P. If a member does not have a permanent address, can they still obtain transportation to and from appointments?**

Yes--If a member does not have a permanent address, they can provide the address to a secure location for pick-up and drop-off, which can be any nearby businesses.

**Q. Can transportation be arranged for L.A. Care's Plan Partner members (Anthem, Blue Shield Promise, and Kaiser Permanente)?**

No, Plan Partner members are not eligible for transportation through L.A. Care. Transportation must be arranged through the member's respective Plan Partner.

**R. What is Private Conveyance (Private Vehicle) and how do I access this?**

Private Conveyance is transportation in a private vehicle arranged by the member and not through the Transportation Broker (CTC) where the driver is eligible for mileage reimbursement.

Members may not drive themselves under the private conveyance policy. For private conveyance, the member must attest to the Plan in person, electronically, or over the phone that all other transportation resources have been reasonably exhausted. The attestation may include any of the following, confirming that the member:

- Has no valid driver's license;
- Has no working vehicle available in the household;
- Is unable to travel or wait for medical or dental services alone; or
- Has a physical, cognitive, mental, or developmental limitation.

**S. If a member uses Lyft or Uber, can they receive gas mileage reimbursement?**

No, gas mileage reimbursement only applies to private conveyance

**T. Who does the plan issue Mileage reimbursement for member utilizing private conveyance?**

The plan will reimburse the Driver. The member will not be reimbursed if they transport themselves.