Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT) Benefits
**NMT AND NEMT SERVICES**

- **NMT** is covered when services are for routine medical or other eligible non-medical appointments.
  - There are two types of NMT levels of service:
    - **Ambulatory Curb-to-Curb**: Member can walk and does not need assistance.
    - **Ambulatory Door-Through-Door**: Member can walk with use of a walker, cane, or crutches, and does require assistance.
  - Transportation Types: Taxi, Rideshare, Sedan, Ambulatory Curb to Curb, Ambulatory Door to Door

- **NEMT** is covered when a member requires medically necessary Medicare and/or Medi-Cal services, life sustaining treatment, and when the member’s medical/physical condition does not allow travel by public or private conveyance.
  - Transportation Types: Wheelchair van, gurney van, Basic Life Support (BLS), Advanced Life Support (ALS), Specialty Care Transport (SCT), Air Ambulance
Prior authorization is not required when a Member is transferred from an acute care hospital, immediately following a stay as an inpatient Member at the acute level of care, to a skilled nursing facility or an intermediate care facility licensed pursuant to Health and Safety Code Section 1250.

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

- All NEMT services will require a Physician Certification Statement (PCS) form to be submitted by your Provider before transportation is arranged.
  - In efforts to avoid unnecessary delays for discharges and transfers, the Provider can submit the PCS form within 24 hours after transportation has been rendered.
- No PCS form is required for NMT trips.
- To schedule a NMT or NEMT services, please call:
  - **Members:**
    - Medi-Cal Members:
      - Customer Solutions Center: (888) 839-9909
    - Cal MediConnect Members:
      - Customer Solutions Center: (888) 522-1298
  - If you are experiencing transportation issues, please contact the Customer Solutions Center for assistance.
How to Complete the PCS Form for NEMT

Who Can Prescribe NEMT?

- Physicians
- Physician Assistants
- Nurse Practitioners
- Certified Nurse Midwives
- Physical Therapists
- Speech Therapists
- Occupational Therapists
- Mental health or substance use disorder providers

Utilization Management (U.M.) Review

- Reviews Prior Authorization Request
- Approval duration for 30 days, six months, or one year
- Notifies Member, Provider, Transportation Broker/Manager

Please ensure that the PCS form is completed in its entirety.

http://www.lacare.org/providers/provider-resources/forms-manuals

Please note: PCS form is ONLY required for NEMT requests.
COVID-19 Response

• Call the Car (CTC) implemented CDC’s guidelines for safety and spread prevention for drivers and members.
  • Personal Protective Equipment (PPE)

• Updated Phone Prompts
  • CTC’s phone prompts have been updated to screen Members for COVID-19 symptoms.
  • Once Members have been screened on the phone, those who identified symptoms or stated that they’re COVID-19 positive will be transported via BLS level of service. Members will be case monitored for two weeks.

• Free COVID-19 Testing: https://lhi.care/covidtesting
  • In response to COVID-19, LA Care and CTC developed a preferred list of OptumServe walk-in testing locations for members needing transportation to the testing facilities.

• Transportation to COVID-19 Vaccination Sites
  • CTC is providing NMT and NEMT transportation to walk-in COVID-19 vaccination sites only.
  • As standard protocol for NEMT, the PCS form will still need to be submitted for prior authorization before transportation services can be arranged.
L.A. Care Branded Vehicle Fleet
Camera Inside CTC Branded Vehicles

- The cameras inside the CTC branded vehicles have facial recognition where it will alert dispatch if the driver is:
  - Distracted (i.e. viewing their phone)
  - Sleepy
- Cameras are intended to hold drivers accountable for the safety of the Members being driven.

![Dashcam](image-url)
CTC Go Application

• CTC has launched a mobile application for iOS and Android in which provides Members with the ability to:
  • Schedule a ride (new feature!)
  • View trip history
  • View the name of their transportation vendor
  • Make a cancellation
  • Rate their ride

• Additional features currently in development:
  • Finger print ID
  • Push Notifications for:
    • Day before Upcoming Trip reminder
    • Day after Rate your Ride reminder
Controlling Blood Pressure

Rachel Martinez, RN BSN
Quality Management Nurse Specialist

July 14, 2021 - ECAC Presentation
Objectives

- What is High Blood Pressure?
- What do my numbers mean?
- The dangers of high blood pressure
- Tips to lower your blood pressure
- Medicines that can lower high blood pressure
- Tips for a normal blood pressure reading
What is High Blood Pressure?

• Blood pressure is the force of blood against the walls of your arteries as the blood moves through the body to all your organs.

• High blood pressure means the pressure in your arteries is higher than normal. This adds pressure to your heart.

• Many people with high blood pressure “feel fine”, because they have no symptoms.

• High blood pressure can lead to health problems like heart disease, heart attack, and stroke.
What do my numbers mean?

• Blood pressure readings have two numbers:
  1. Systolic, and
  2. Diastolic

• Systolic is the pressure in your arteries while your heart is contracting
  • Systolic is the top number

• Diastolic is the pressure in your arteries between contractions, relaxed
  • Diastolic is the bottom number
**Blood Pressure Readings**

Knowing your numbers is important to controlling high blood pressure.

<table>
<thead>
<tr>
<th>BLOOD PRESSURE CATEGORY</th>
<th>SYSTOLIC mm Hg (upper number)</th>
<th>DIASTOLIC mm Hg (lower number)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORMAL</td>
<td>LESS THAN 120</td>
<td>and</td>
</tr>
<tr>
<td>ELEVATED</td>
<td>120 – 129</td>
<td>and</td>
</tr>
<tr>
<td>HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1</td>
<td>130 – 139</td>
<td>or</td>
</tr>
<tr>
<td>HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2</td>
<td>140 OR HIGHER</td>
<td>or</td>
</tr>
<tr>
<td>HYPERTENSIVE CRISIS (consult your doctor immediately)</td>
<td>HIGHER THAN 180</td>
<td>and/or</td>
</tr>
</tbody>
</table>
The dangers of high blood pressure

1. Stroke - blood vessels in the brain can burst or become blocked by a blood clot. This can damage the brain.
2. Loss of vision - Blood vessels in the eyes can become thick, narrow, or torn.
3. Heart Failure - A bigger heart cannot beat well, so the body may not get the blood it needs.
4. Heart Attack - Arteries that are blocked can damage the heart.
5. Kidney disease/failure - Damaged arteries going to the kidneys can limit the kidneys’ ability to filter blood.
6. Sexual dysfunction - Erectile dysfunction in men or lower libido in women.
Tips to lower your blood pressure

- Follow a healthy eating plan
- Get regular physical activity
- Eat less salt in food
- Reach a healthy weight
- Limit alcohol drinking

- Small steps can lead to big changes to lower your blood pressure.

- Keep track of your blood pressure to measure the success of your steps.
Medications can lower high blood pressure

Your provider may prescribe medicine to lower high blood pressure.

• Diuretics (furosemide, hydrochlorothiazide) help control blood pressure by removing extra salt and water from the body

• ACE inhibitors (benazepril), Angiotensin II receptor blockers (valsartan), and Calcium channel blockers (amlodipine) lower blood pressure by relaxing and opening up narrowed blood vessels

• Beta blockers (atenolol) lower blood pressure by lowering the heart rate and the heart’s output of blood
Tips to help with a normal blood pressure reading

• Don’t smoke, exercise, or drink caffeinated drinks or alcohol within 30 minutes of taking your blood pressure.

• Rest in a chair for 5 minutes with arms and feet comfortable without talking before taking a blood pressure reading.

• Make sure you are relaxed.

• Use the restroom before you take your blood pressure.
Measure Blood Pressure

- Rest calmly for few minutes
- Sit without talking
- Sit in chair with back support
- Keep legs uncrossed and feet flat on floor
- Rest your arm on table
- The cuff should be a heart level
- The cuff should not cover no more than a thin sleeve
Resources

• American Heart Association pamphlet: Managing high blood pressure

• Health Education Materials: High Blood Pressure and Understanding High Blood Pressure

• L.A. Care flyer developed with Center for Population Health and Health Disparities CPHHD and Project ReD CHiP (Reducing Disparities and Controlling Hypertension in Primary Care - John Hopkins Center for health equity)
Questions?

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Quality Management Nurse Specialist