

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

L.A. Care Health Plan has partnered with LogistiCare Solutions, LLC to provide NEMT & NMT transportation services for eligible L.A. Care members. We realize how important this benefit is to our members and your patients and we strive to provide quality transportation services. The summary of NEMT & NMT services and benefits helps to provide clarity when utilizing transportation services.

NEMT – Non-Emergency Medical Transportation

NEMT is a benefit provided by managed care organizations and is based on a member’s medical necessity. NEMT is covered when a member requires **medically necessary** Medicare services, Medi-Cal services, **life-sustaining treatment** and/or when the member’s medical and physical condition does not allow him or her to travel by public or private conveyance.

The major difference between Emergency Ambulance Transportation compared to NEMT is that NEMT, as the acronym states, is Non-Emergent Medical Transportation; whereas, Emergency Ambulance Transportation is when a member’s health is in serious danger and/or at serious risk without immediate treatment. An example of NEMT Transportation is transportation to and from a Dialysis appointment.

NEMT Levels of Service

SCT – Specialty Care Transport	BLS – Basic Life Support	Wheel Chair Van
ALS – Advanced Life Support	AIR Ambulance	Gurney/Stretchers Van

L.A. Care Health Plan – NEMT Service per Lines of Business:

Cal Medi Connect (Duals)	<i>Unlimited trips for services authorized by L.A. Care Health Plan</i>
L.A. Care – Medi-Cal	<i>Unlimited trips for services authorized by L.A. Care Health Plan</i>
L.A. Care Covered	Unlimited trips for <u>only</u> transfers/discharges from facility-to-facility or facility-to-home
L.A. Care Covered Direct	Unlimited trips for <u>only</u> transfers/discharges from facility-to-facility or facility-to-home
PASC-SEIU	Unlimited trips for <u>only</u> transfers/discharges from facility-to-facility or facility-to-home



NMT – Non-Medical Transportation

NMT transportation service is for **routine medical** or **other eligible non-medical appointments**. This type of transport is provided by taxi, 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 **(1) Ambulatory Curb-to-Curb** (Member can walk and does not need assistance) and **(2) Ambulatory Door-Through-Door** (Member can walk with use of a walker, cane, or crutches, and does require assistance).

L.A. Care Health Plan – NMT Service per Lines of Business:

<i>Cal Medi Connect (Duals)</i>	<i>Unlimited trips for services authorized by L.A. Care Health Plan</i>
<i>L.A. Care – Medi-Cal</i>	<i>Unlimited trips for services authorized by L.A. Care Health Plan</i>
<i>L.A. Care Covered</i>	<i>No Benefit</i>
<i>L.A. Care Covered Direct</i>	<i>No Benefit</i>
<i>PASC-SEIU</i>	<i>No Benefit</i>

Frequently Asked Questions (FAQs):

How to Request Transportation Services?

1. A required Department of Health Care Services (DHCS) **Physician Certified Statement (PCS) form** must be submitted to L.A. Care Health Plan’s Utilization Management Department **via facsimile “fax” to 213-438-2201** for all NEMT and NMT Transportation requests, including Auto Approvals (AA).
 - The PCS form is available at: www.lacare.org. The form is accessible under the “For Providers” -> “Provider Forms” -> “Utilization Management Forms” -> “Referral Form for Transportation Services and Physician Certification Statement” (PDF).

2. PCS forms for transportation requiring **Prior Authorization** must be reviewed and approved by L.A. Care Health Plan’s Utilization Review team **before** NEMT/NMT services are arranged.
 - For NEMT Transportation Request, a **Provider certification and signature** is required on the PCS form for L.A. Care UM approval.
 - *Effective 1/1/2018 – This form can be approved by the physician, physician assistant, nurse practitioner, certified nurse midwife, physical therapist, speech therapist, occupational therapist, dentist, podiatrist, mental health or substance use disorder provider responsible for providing care to the member and responsible for determining medical necessity of transportation consistent with the scope of their practice.*



- For NMT Transportation Request, staff from the requesting facility can sign and submit the PCS form to L.A. Care UM for approval.
 - Incomplete or inaccurate forms may cause delays and/or denials.
 - 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 LogistiCare and arrange his or her transportation.
3. PCS forms for transportation that meet the criteria for **Automatic Approval** (AA) shall be submitted **within 24 hours of NEMT/NMT services being arranged to document activity and avoid unnecessary delays.**
- For NMT or NEMT Auto Approval Transportation Request, a PCS form must be sent to L.A. Care's UM department indicating the level of vehicle service requested, but a Physician, Provider, or staff signature is NOT required.
 - Transportation is typically considered an **Auto Approval** when a member is transported:
 - 1) from an ER to hospital for admission
 - 2) from a hospital to a skilled nursing facility or another hospital for admission
 - 3) from Skilled Nursing Facility to Emergency Room
 - 4) from a hospital to psychiatric facility for admission
 - 5) from Emergency Room to Emergency Room for purpose of admission
 - 6) for Hospital or Skilled Nursing Facility Discharge
 - 7) from Nursing Home to Nursing Home (Not authorized for PASC-SEIU LOB)
 - 8) for Dialysis Appointments/Treatment
 - 9) for Urgent Care to ER and Urgent Care to Home (PASC and MCLA LOB only)

Who can request transportation appointments from LogistiCare after receiving an approved authorization from LA Care?

- Member, Member's Parent / Legal Guardian or Authorized Representative
- Health Plan Case Manager or Health Plan U.M. Representative
- Medical Facility representative(s) or treating providers

What are the hours of notice required to schedule routine transportation through LogistiCare?

- Two (2) Business Days; Day of Call = Day 1

What is the pick-up time frame for a scheduled trip?

- The Transportation Provider will pick up the member 15 minutes prior to or after the scheduled pick-up time.



- If the Transportation Provider has not arrived within the allotted time, the member should contact Where's My Ride Assist Line at **866-529-2141, option 2.**

How far in advance can members make reservation?

- Up to 30 days in advance

What if I'm unsure how long my appointment will last?

- Make sure to call Where's My Ride, which will call for return trips.
- **Where's My Ride or Ride Assist Line is 1-866-529-2141, Press Option 2**
 - Transportation provider has up to 90 minutes from the time of call to pick-up the member

What number can a facility call to arrange or obtain an update on Discharge, Transfer, or Auto Approval Transportation?

- Provider/Facility to contact LogistiCare at: **1-866-529-2128**

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

- Provider/Facility to contact the same number listed above, all calls roll to the after-hours/weekend support 24/7/365 at: **1-866-529-2128**

What number can a Provider or Facility call to escalate a transportation issue?

- Provider/Facility can contact LogistiCare at: **1-866-529-2128**; if the issue is not resolved, the caller should escalate and request to speak to a supervisor until they are satisfied with the outcome.

What are the modes of transportation offered?

- NEMT – Wheelchair Van, Stretcher/Gurney, Basic Life Support, Advanced Life Support, Specialty Care Transport and Air Ambulance-Fixed Wing; All Door-Through-Door
- NMT – Van, Sedan or Taxi; Curb-to-Curb or Door-Through-Door

What is the policy regarding transportation for a minor?

- A minor must be accompanied by a parent or legal guardian, the parent or legal guardian is responsible to make the reservation and inform LogistiCare 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.

