

MEDI-CAL PROVIDER EDUCATION

SUBJECT: **Medi-Cal Non-Emergent Transportation**

No.107

PURPOSE: To provide guidelines for coordinating transportation for Medi-Cal members

Background Information:

Non-Emergency Medical Transportation

Non-Emergency Transportation is covered only when the patient's medical and physical condition does not allow them to travel by bus, passenger car or taxicab, or another form of public or private conveyance. These services are unlimited each year for Medi-Cal members and services may include but are not limited to transportation to the doctor and from the doctor's office (Pregnant mothers are allowed transportation to their doctor visits). Ambulance, wheelchair Van and Litter Van service are provided as non-emergency resources if medically necessary.

Who Qualifies for the Medi-Cal Non-Emergency Medical Transportation Benefit?

This benefit is available to Medi-Cal members who fit all the criteria below

- He or she is not able to sit up and must ride lying down.
- Is in a wheelchair and is not able to move in and out of the chair into a seat, or is not able to move the chair without assistance.
- Needs to travel with specialized services, equipment or a caregiver

Requirements for Transportation service

- The physician/Provider must provide a prescription for the transportation service.
- All non-emergency medical transportation services are subject to prior authorization. The prior Authorization request must be accompanied with the transportation prescription.
- If a member is not able to sit in a wheelchair and transportation by a gurney is necessary, then transportation must be provided by ambulance. The prescription must indicate that transportation by gurney is necessary.
- Air medical transportation is covered when the medical condition of the patient or practical considerations render ground transportation not feasible.

How to request Non-emergency Medical Transportation

Due to differing health Plan requirements, all Non-emergency transportation requires prior authorization for coordination of services. If a member needs transportation scheduled:

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- Physician/ Provider must write out a prescription for the Transportation service, specifying the exact mode of transportation needed for the members needs.
- Physician must request prior authorization by providing the transportation prescription with the authorization request.
- Regal Medical Group's case manager will be assigned to coordinate with the member and the provider to ensure that the transportation service setup for the member.
- For afterhours requests for transportation call **818- 654 6400 option 9** and you will be routed to a case manager who can help with coordination of transportation
- To request Prior Authorization, PCP can fill out the online authorization form located at **www.regalmed.com** under the provider section with their **Regal Express Access**

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