



Medi-Cal Transportation Benefits: Provider Frequently Asked Questions (FAQ)

WHAT ARE NEMT AND NMT SERVICES?

- **Non-Emergency Medical Transportation (NEMT)** – Ambulance, litter van, wheelchair van, or air medical transportation ambulance. You can request for this service if a member cannot get to your scheduled medical appointment by car, bus, train, or taxi, for medically necessary Medi-Cal services covered by the Alliance, such as Primary Care Provider (PCP) and specialist visits, pharmacy trips, and mild to moderate mental health visits.
- **Non-Medical Transportation (NMT)** – Passenger car, taxicab, ADA compatible vehicles, or any other form of public or private transportation such as bus, or BART and paratransit. You can request this service for members, who need the assistance of a driver and transportation getting to and from medical appointments for Medi-Cal services covered by the Alliance, as well as other Medi-Cal covered services, such as dental and Substance Use Disorder services.

HOW CAN I REQUEST NEMT AND NMT SERVICES FOR AN ALLIANCE MEDI-CAL MEMBER?

- **To request NEMT**, the provider must to complete the Physician Certification Statement (PCS) form, indicating the medical justification, appropriate service level and duration. The PCS form must be signed by the physician or mid-level provider (MD, DO, NP or PA), and returned by fax to LogistiCare at **877.457.3352**.
- **To request NMT**, the provider can complete the PCS form and fax it to LogistiCare at **877.457.3352**. A signature is not required for requesting NMT. The provider or member can also call LogistiCare directly at **866.529.2128** to request NMT. Certain NMT requests may need provider confirmation of the level of service needed for the member's condition. LogistiCare will call the provider to verify NMT for taxi/private and door-to-door assistance transportation requests. Public transportation or East Bay Paratransit will be processed as requested by the member or provider.
- The PCS form can be found on the Alliance's website:
www.alamedaalliance.org/providers/resources/forms

WILL I RECEIVE AN AUTHORIZATION LETTER?

No. LogistiCare will process requests received without sending a confirmation letter. If you have a question about whether the form was received or the status of a request, you may call LogistiCare at **866.529.2128**.

CAN A SPECIALIST INITIATE A TRANSPORTATION REQUEST?

Yes. Any physician or mid-level provider (MD, DO, NP or PA) responsible for an Alliance Medical member's care may complete the PCS form to request NEMT. The provider or member can request NMT via the form or by calling LogistiCare.

HOW FAR IN ADVANCE OF AN APPOINTMENT SHOULD THE TRANSPORTATION REQUEST BE SUBMITTED?

Providers should submit a request for transportation at least **seven (7) business days** before the appointment. There are exceptions for situations such as hospital discharges, which can be provided within **four (4) hours** of the request. Requests for public transportation or East Bay Paratransit require LogistiCare to mail the member vouchers. Therefore, providers must allow additional time for the member to receive the vouchers in the mail prior to the appointment or service needed. Retrospective requests (request submitted after the service was provided) will not be accepted.

Questions? Please call the Alliance Provider Services Department
Monday – Friday, 7:30 am – 5:30 pm
Phone Number: **510.747.4510**
www.alamedaalliance.org

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