

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO****Primary Care**

- IPA/MSO
- Directs

Specialists

- Directs
- IPA

 Hospitals**Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

FOR QUESTIONS CALL PROVIDER SERVICES:

(855) 322-4075, Extension:

Los Angeles/Orange Counties

122233	117079
120104	127657

Riverside/San Bernardino Counties

128010	127709
127684	

Sacramento County

126232	121360
121031	

San Diego County

120056	121588
120630	

Imperial County

125682	120153
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REMINDER: NON-EMERGENCY MEDICAL AND NON-MEDICAL TRANSPORTATION SERVICES

This is a reminder notification to inform our Molina Healthcare of California (MHC) network providers about the changes to Non-Emergency Medical (NEMT) and Non-Medical Transportation (NMT) benefits for Medi-Cal managed care members effective July 1, 2017.

This notification is based on an All Plan Letter (APL) 17-010, which can be found in full on the DHCS website at

<http://www.dhcs.ca.gov/formsandpubs/Pages/AllPlanLetters.aspx>

BACKGROUND

Medi-Cal benefit changes effective July 1, 2017:

1. NMT is a covered benefit, subject to utilization controls and permissible time and distance standards, for a member to obtain medically necessary covered services.
2. NEMT will require Physician Certification Statement (PCS) Forms.

NMT SERVICES

Effective July 1, 2017, MHC covers round trip Non-Medical Transportation (NMT) for medically necessary covered services. NMT transportation services include private car (not driven by the member), taxicab, and public transportation.

Starting October 1, 2017, MHC covers NMT for all Medi-Cal covered services. These include but not limited to, specialty mental health, substance use disorder, dental, and any other benefits delivered through the Medi-Cal Fee for Service delivery system. NMT for these services are available upon the member's request.

NEMT SERVICES

NEMT services require a Physician Certification Statement (PCS) form for all NEMT services (please see template below) except when a member is transferred from an acute care hospital, immediately following an inpatient stay at the acute level of care, to a skilled nursing facility or an intermediate care facility licensed pursuant to Health and Safety Code (HSC) Section 1250. Please submit the completed PCS form to MHC at least 4 business days prior to a member's scheduled trip. **Forms should be sent via fax at (844) 860-3698 or secure email at MHCTransportationMailbox@MolinaHealthCare.com to**

adhere to HIPAA standards for member information. NEMT transportation services include ambulance/gurney van, litter van, wheelchair van, and air transport.

The Physician Certification Statement form can also be downloaded at <http://www.molinahealthcare.com/providers/ca/medicaid/forms/Pages/fuf.aspx>

REQUESTING TRANSPORTATION

Member can request NMT or NEMT services, by calling Secure Transportation at 1 (844) 292-2688 at least three (3) business days (Monday-Friday) before their appointment.

Please note that MHC is subject to State regulatory audits and is responsible for ensuring downstream compliance with State program initiatives and requirements. As such, PCPs and Independent Physician Associations (IPAs) must ensure that internal operations are consistent and compliant with these requirements. MHC may conduct periodic audits and request copies of applicable policies and procedures and/or documentation that demonstrates compliance within your organization. Failure to submit any requested documents may result in a Corrective Action Plan.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075.