

Non-Medical Transportation Benefit

Effective July 1, 2017, Non-Medical Transportation (NMT) became a covered benefit for Alliance Medi-Cal members. NMT is distinct from Non-Emergency Medical Transportation (NEMT), which is also an Alliance benefit.

Non-Medical Transportation (NMT)	The transportation of members to medical services by bus, passenger car, taxicabs, or other forms of public or private conveyances provided by persons not registered as Medi-Cal providers.
Non-Emergency Medical Transportation (NEMT)	Scheduled transportation of sick, injured, invalid, convalescent, infirm, or otherwise incapacitated Medi-Cal members by ambulances, litter vans, or wheelchair vans licensed, operated and equipped in accordance with state and local statutes, ordinances or regulations.

- * NMT does not include transportation of the sick, injured, invalid, convalescent, infirm, or otherwise incapacitated members. That type of transportation is available under the NEMT benefit.
- * Physicians may authorize NMT for members who are currently using a wheelchair only if they are able to ambulate without assistance from the driver. If assistance is required, transportation would be arranged through the NEMT benefit.
- * NMT does not cover trips to a non-medical location or for appointments that are not medically necessary.

Eligibility

- * Members must be eligible at the time of service.
- * Member must attest (in-person, electronically, or over the phone) that all other transportation resources have been reasonably exhausted.
- * **Prior authorization is required.**
- * Transportation must be requested 5-7 business days in advance of the trip to ensure time to process the authorization and coordinate transportation.
- * Transportation must be to a Medi-Cal covered service. This includes doctor's appointments, pharmacy, or to pick up medical equipment or supplies.
- * The transportation provided must be the least costly method of transportation that meets the member's needs.

Types of NMT

- * NMT transportation may be provided by public transportation, passenger car, taxi, any other form of public or private conveyance.
- * Mileage reimbursement is based on the IRS standard mileage rate for medical purposes at the time of service.



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- * Driver must be compliant with all California driving requirements.
- * The driver cannot be the member.
- * Prior to receiving approval for use of a private vehicle, the member must exhaust all other reasonable options and provide an attestation to the Alliance stating other methods of transportation are not available.

Non-Medical Transportation for Carved-Out Services not Covered by the Alliance

Effective October 1, 2017 the Alliance must provide NMT for Medi-Cal carved out services (dental, substance use services, etc).

Required Timeframe for Requesting Non-Medical Transportation

Transportation help must be requested at least 5 business days in advance for initial services or routine visits.

How to Request Non-Medical Transportation

All requests should be submitted to Alliance Transportation Coordinators at (800) 700-3874 ext. 5577.