



Promise Health Plan

# Transportation Frequently Asked Questions for Intermediate Care Facility/Developmentally Disabled (ICF/DD) Providers

## Contents

### Covered Services

- 1. What transportation is covered by Blue Shield Promise? .....2

### Authorizations

- 2. What is the authorization process for transportation? .....2
- 3. What Continuity of Care protections will be in place for authorizations? .....2

### Scheduling Transportation

- 4. How do I schedule transportation to medical appointments? .....3
- 5. How do I arrange urgent medical transportation? .....3
- 6. How long is the wait time for transportation to arrive? .....3
- 7. How is the return trip scheduled if the time frame is uncertain? .....3

### Shared Transportation

- 8. May two individuals from the same facility travel together? .....3
- 9. Will transportation be shared with individuals from other facilities? .....3

### Incidents

- 10. How are client incidents during transportation managed? .....3

## Covered Services

### 1. What transportation is covered by Blue Shield Promise?

Blue Shield Promise covers Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT).

NEMT is covered for members whose medical and physical condition is such that transport by ordinary means of public or private transportation is medically contraindicated, or they cannot walk or stand without assistance. NEMT includes wheelchair van, litter van, gurney, bariatric gurney, and ambulance services. A member is permitted to have one attendant accompany them on a trip.

Door-to-door or curb-to-curb NMT is covered for members who do not have another way to get to and from their medical appointments (medical, dental, mental health, and substance use disorder) or pick up their prescriptions and medical supplies. NMT includes private or public vehicles. A member is permitted to have one attendant accompany them on a trip.

The Regional Center continues to authorize transportation services indicated in the individual's Individual Program Plan (IPP) that do not qualify for NEMT/NMT and bills the cost of those services to the Department of Developmental Services (DDS) on behalf of the ICF/DD home for supplemental payment.

## Authorizations

### 2. What is the authorization process for transportation?

For NEMT, ICF/DD homes send a [Physician Certification Statement](#) (PCS form) signed by a physician, dentist, podiatrist, mental health provider, substance use disorder provider, or physician extender to Blue Shield Promise. Physician extenders include physician assistants, nurse practitioners, and certified midwives.

Providers may prescribe NEMT services for up to one year.

A PCS form is **not** required when a member is being transferred:

- from an emergency room to an inpatient setting,
- from an acute care hospital *immediately following an inpatient stay at the acute level of care*, or
- to a skilled nursing facility, an intermediate care facility, an imbedded psychiatric unit, a free standing psychiatric inpatient hospital, a psychiatric health facility, or any other appropriate inpatient acute psychiatric facility.

No authorization is required for NMT services.

### 3. What Continuity of Care protections will be in place for authorizations?

Residents transitioning to Blue Shield of California Promise Health Plan from fee-for-service Medi-Cal or from another managed care plan can apply for Continuity of Care with Blue Shield Promise. Continuity of Care is not applicable to NEMT and NMT in that members will not use their prior NEMT or NMT provider. Instead, members will have access to NEMT and NMT upon their effective date through Blue Shield Promise and must have transportation scheduled with Call the Car. If the member terminates their Blue Shield of California Promise Health Plan coverage and becomes eligible with a new managed care plan, transportation must be scheduled with the new managed care plan as of the new effective date.

## Scheduling Transportation

### 4. How do I schedule transportation to medical appointments?

After a Physician Certification Statement has been received by Blue Shield Promise, contact [Call the Car](#) to schedule transportation for routine appointments at least 24 hours prior to the pickup time.

For NEMT, the driver will enter the facility to escort the member to the vehicle and assist them as needed. For door-to-door, the driver will physically assist the member from the pickup location, which may include the front door of the member's residence, to the vehicle, and from the vehicle to the front door of their place of service. Unless forbidden by the facility and if requested by the member, the driver will accompany the member into the facility to the appointment location. The driver will meet the member outside of the pick-up location for the curb-to curb level of service.

### 5. How do I arrange urgent medical transportation?

Urgent medical transportation types include trips for dialysis, discharge, surgery follow up, chemotherapy, radiation therapy, wound care, and urgent care center needs. Transportation for urgent medical needs can be scheduled with less than 24 hours' notice by contacting [Call the Car](#).

### 6. How long is the wait time for transportation to arrive?

After scheduling, [Call the Car](#) calculates the time it takes to get the individual to their appointment 15 minutes early and plans accordingly. There is typically a 15-minute window on either side of the pickup time for transportation to arrive at the previously scheduled pick-up time.

### 7. How is the return trip scheduled if the time frame is uncertain?

When scheduling transportation, request a "will call" return trip. "Will call" is activated when the individual is ready to be picked up. It may take up to 90 minutes to pick up the individual but often wait times don't take that long.

## Shared Transportation

### 8. May two individuals from the same facility travel together?

[Call the Car](#) will try to accommodate these requests if the individuals want to be transported together and their appointments are with the same provider around the same time.

### 9. Will transportation be shared with individuals from other facilities?

Yes, adding passengers enroute is allowed, but any individual may opt out of ride sharing when scheduling the trip.

## Incidents

### 10. How are client incidents during transportation managed?

Depending on the situation, [Call the Car](#) will attempt to work with the facility to plan for member needs. For a client with challenges such as tantrums and incontinence, a caretaker may ride along. Call the Car would be notified if any incident occurs to assist the driver with determining the best resolution for the member and driver with safety in mind. Additionally, Emergency Services may be contacted by the driver if the member needs a higher level of support.