

Network Provider Update

To: Medi-Cal and Cal MediConnect* network participants

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Subject: **All Plan Letter 22-008: Non-Emergency Medical and Non-Medical Transportation Services and Related Travel Expenses**

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 22-008](#), "Non-Emergency Medical and Non-Medical Transportation Services and Related Travel Expenses." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 22-008 updates requirements for managed care plans (MCPs) when managing non-emergency medical and non-medical transportation services for Medi-Cal members.

Non-emergency medical transportation (NEMT)

- NEMT services are covered by Medi-Cal when prescribed in writing by a provider to enable a member to receive medically necessary covered services or pharmacy prescriptions authorized by Medi-Cal Rx.
- Prior authorization is required for NEMT services, unless the member is being transferred from an emergency room to an inpatient setting or from an acute care hospital to an appropriate facility.
- Providers must submit a [Physician Certification Statement form](#) to request prior authorization.
- Four required modes of NEMT include ambulance, litter van, wheelchair van, and air; these are to be prescribed based on the patient's condition.

Non-medical transportation (NMT)

- Round trip NMT services enable a member whose condition(s) do not require NEMT to receive medically necessary covered services or pick up drug prescriptions, medical supplies, or equipment.
- MCPs must use the least costly method of transportation that meets the member's needs.
- Covered costs include transportation for the member and one attendant, such as a parent, guardian, or spouse.
- Though MCPs may require prior authorization for NMT, Blue Shield of California Promise Health Plan does not currently require it.

Additional information

- Transportation for a minor's parent or guardian is included in the APL requirements. Minors must have a consent form to travel unaccompanied, unless the services they are receiving do not require parental consent according to state and federal law.
- MCPs may subcontract with transportation brokers to provider NEMT and NMT services.

- Covered travel-related expenses for trips to receive medically necessary services may include meals, lodging, parking, tolls, and an attendant's salary.
- NEMT or NMT, plus any other travel-related expenses, may be provided for a major organ transplant donor, recipient, and any necessary attendant. Donors may receive these travel services without submitting a Physician Certification Statement.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 22-008 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2022/APL22-008.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

[View the APL 22-008 frequently asked questions document](#)

Blue Shield Promise members can request NEMT and NMT by calling **(877) 433-2178**.

Please direct questions about serving Blue Shield Promise members to our Provider Services Department at **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.

*Cal MediConnect network participants are responsible for identifying and applying the guidance and requirements that pertain to their patients.