

Provider Bulletin

Transportation Benefit Update

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Transportation Benefit

On September 25, 2016, the State Assembly passed Bill 2394. It mandates Non-Medical Transportation (NMT) and Non-Emergent Medical Transportation (NEMT) as a benefit for all Medicaid populations. It became effective July 1, 2017.

Non-Medical Transportation (NMT)

The benefit for PHC members who need transportation for **Medi-Cal or PHC Covered NMT** highlights are:

- We engaged MTM, Inc. (Medical Transportation Management) to administer NMT services for eligible members.
- MTM coordinates NMT services for ambulatory members. These members can go from door to curb without assistance. MTM will provide the least costly means of transportation deemed appropriate. Members must exhaust all other transportation options before MTM will consider transportation requests.
- Contact MTM at (888) 828-1254 for NMT

Providers who need help using the MTM website should send an email to CO@mtm-inc.net to request training.

Non-Emergent Medical Transportation (NEMT)

Our Care Coordination team manages the benefit for PHC members who need transportation to PHC-Covered NEMT for non-ambulatory members. These members need assistance to go from door to curb. A written prescription from a physician and an approved TAR are required.

Contact PHC Care Coordination at **(800) 809-1350** for NEMT.

Emergency Medical Transportation

A TAR is not required for emergency medical transportation that is provided by an ambulance, or helicopter (air ambulance) to a hospital for an emergency condition. If a member needs emergency transportation, please dial **911**.