SECTION XIX: MEDICAL TRANSPORTATION SERVICES

All requests for client transportation services, such as ambulances or medical vans, are processed through the ACCESS Center at (800) 854-7771.

- Payment of transportation services will only be reimbursed for transports authorized by the ACCESS Center.
- Prior authorization for client transportation services from the ACCESS Center is required for payment.
- No reimbursement for client transportation service shall be made without the prior authorization of the ACCESS Center.

In a psychiatric emergency, transportation services can only be requested by appropriate Local Mental Health Plan (LMHP) administrative, clinical or contractor staff who have been certified by the LMHP to evaluate clients in psychiatric emergencies and prepare involuntary holds pursuant to Welfare and Institutions Code Sections 5150 and 5585. The ACCESS Center will authorize and activate evaluation services for hospitalization in the event of an emergency.

The LMHP is not responsible for providing, arranging or payment for transportation services, except when the purpose of the medical transportation service is to transport a Medi-Cal beneficiary from a psychiatric inpatient hospital to another psychiatric inpatient hospital or another type of twenty-four-hour care facility because the services in the facility to which the Medi-Cal beneficiary is being transported will result in lower costs to the LMHP.

MEDICAL TRANSPORTATION AUTHORIZATION FOR MEDI-CAL BENEFICIARIES ENROLLED IN MANAGED CARE HEALTH PLANS

Medical Transportation authorization or reimbursement services for Medi-Cal beneficiaries who are members of LA Care, Health Net, Molina, Blue Shield, Anthem, Kaiser and any other Medi-Cal plan are the responsibility of the Plan Partner. A client must be Medi-Cal eligible on the date of service in order to receive transportation services.

For information concerning transportation for LA County Medi-Cal plans, please contact the following Plan Partners:

LA Care Plan Partners

Anthem Blue Cross	(877) 931-4755
Blue Shield	(877) 433-2178
LA Care	(888) 839-9909

Health Net Plan Partners

Molina	(844) 292-2688
Health Net	(855) 253-6863
Kaiser	(844) 299-6230
Positive Health Care	(800) 263-0067

TRANSPORTATION AUTHORIZATION FOR MEDI-CAL BENEFICIARIES NOT ENROLLED IN PRE-PAID HEALTH PLANS

Transportation reimbursement for Medi-Cal beneficiaries, who are not enrolled in a Managed Care Plan is provided by the California Department of Health Care Services (DHCS). Medi-Cal covers ambulance and other medical transportation only when the beneficiary's medical and physical condition is such that transport by ordinary means of public or private transportation is medically contraindicated and medical transportation is required for obtaining needed medical care. A client must be Medi-Cal eligible on the date of service in order to receive reimbursement.

To obtain information about the regulations governing DHCS Fee-for-Service Medi-Cal transportation services for Medi-Cal beneficiaries not enrolled in a Managed Care Plan, go to the Medi-Cal website address at: www.Medi-Cal.ca.gov. Select "*Guide to Benefits*" under Medi-Cal Beneficiary Section and then, select link title "*Medi-Cal Health Benefits*" webpage. Review the section titled "*Transportation Services*", which has the link Medi-Cal offers for transportation and provides general information on this benefit for Fee-For-Service (FFS) and Managed Care. You may also, access the following link:
https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx

For information concerning transportation claims contact the Medi-Cal Telephone Service Center at (800) 541-5555.

CLIENTS WITHOUT MEDI-CAL/INDIGENT CLIENTS

The ACCESS Center is responsible for all transportation services provided to indigent clients. No client will be transported unless evaluated by authorized staff of the LMHP.

CLIENTS WHO MUST BE RETURNED TO COUNTY OF RESIDENCE

The ACCESS Center will arrange transportation for psychiatric clients from surrounding jurisdictions who must be returned to their county of residence for treatment or other reasons deemed appropriate by the ACCESS Center. Call the ACCESS Center at (800) 854-7771 for consultation and authorization for ambulance services in these situations.