



**Gold Coast  
Health Plan**<sup>SM</sup>  
A Public Entity

## Frequently Asked Questions About Non-Emergency Medical Transportation (NEMT) for GCHP Providers

- Q. What are Non-Emergency Medical Transportation (NEMT) Services?**  
A. *NEMT is a ride for a Gold Coast Health Plan (GCHP) member to obtain medical care that is not an emergency but is required due to the member's need for medically necessary medical treatment.*
- Q. Does GCHP offer a Non-Emergency Medical Transportation (NEMT) benefit to its members?**  
A. *Yes, but this benefit is very limited.*
- Q. Are there a maximum number of NEMT rides GCHP members can receive?**  
A. *No; however, specific medical criteria must be met in order to validate the medical necessity for the ride(s) in order to use this benefit.*
- Q. How does a GCHP member qualify for NEMT Services?**  
A. *A member qualifies if he/she cannot travel by either a private car, or by public transportation such as a bus or taxi.*
- Q. Who provides NEMT Services for GCHP members?**  
A. *GCHP contracts with Ventura Transit System (VTS).*
- Q. Are NEMT Services covered only for doctor appointments, or can a GCHP member set up a ride for on-going dialysis, chemotherapy or counseling services, if needed?**  
A. *Yes, this benefit covers all medically necessary medical appointments, contingent on validation of the member's medical criteria.*
- Q. Can VTS transport GCHP members out of county, for example, to specialty appointments at UCLA?**  
A. *Yes; however, it must be a medically necessary medical appointment, contingent on validation of the member's medical criteria.*
- Q. Are GCHP members required to utilize other forms of public transportation, for example, Dial-a-ride or fixed route buses?**  
A. *Yes, a member should use these sources of transportation if they do not meet medical criteria for NEMT.*



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**Q. Does VTS provide gurney or wheelchair van transportation?**

A. Yes.

**Q. If the GCHP member lives in a rural area which does not provide public transportation outside city limits, and is in need of transportation to a medical appointment, will this qualify the member for a ride?**

A. No, the member must meet specific medical criteria in order to qualify for this benefit.

#### **Obtaining authorization and approval for NEMT Services:**

**Q. If a member qualifies for NEMT Services, does he/she require a prescription?**

A. Yes. The member should contact their physician who upon checking the member's eligibility status, needs to complete a **NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) PRESCRIPTION / ATTESTATION OF MEDICAL NECESSITY** form and send to GCHP Health Services at 1-855-883-1552.

**Q. Where can you find the NON-EMERGENCY MEDICAL TRANSPORTATION (NEMT) PRESCRIPTION / ATTESTATION OF MEDICAL NECESSITY form?**

A. This form can be found on the GCHP Website as of February 5, 2015.

**Q. Is this process a change from current authorization and approval of NEMT Services?**

A. Yes. The old process required the member to contact VTS directly and VTS would approve or deny the NEMT Service.

**Q. When does this new process of submitting the authorization form to GCHP for verification take place?**

A. The effective date for submitting the form to GCHP is March 1, 2015.

**Q. Do NEMT Services approved prior to March 1, 2015 have to be re-approved following the new process?**

A. NEMT Services verified prior to March 1, 2015, regardless of the date scheduled, will be honored until September 1, 2015, and will not need to be re-verified by GCHP. After September 1, 2015, all new requests for rides or for any previously scheduled rides that extend beyond September 1, 2015, will need to follow the new process.

**Q. Where should the physician send the completed form authorizing NEMT?**

A. The completed form should be faxed directly to GCHP Health Services at 1-855-883-1552.

**Q. How does VTS obtain approval and what is the time frame for approval?**

A. Once the form authorizing NEMT Services is received from the physician, GCHP Health Services will review the form and if approved, will notify VTS. The time frame



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*for such approval is five (5) business days. Please be advised that VTS requires a minimum of 48 hours advance notice to provide transportation for routine medical appointments.*

**Q. What if a member has an appointment scheduled within 48 hours?**

*A. The provider needs to call GCHP Customer Service at 1-888-301-1228 and request that the transportation authorization be completed urgently.*

**Q. How will the GCHP member find out if the request for NEMT Services is verified by GCHP Health Services?**

*A. VTS will notify the member to arrange for the ride.*

**Q. What if the NEMT Service is denied?**

*A. GCHP will notify the physician who will notify the member. If the member does not agree with the denial, he/she can file a grievance with GCHP.*

**Q. Are GCHP members allowed to have a caregiver attend their transport?**

*A. Yes, if appropriate.*

**Q. Are NEMT rides available on the weekends?**

*A. Yes.*

**Q. Who should the physician call regarding any questions regarding the new authorization/ approval process?**

*A. The physician should contact GCHP Customer Service at 1-888-301-1228.*