



765 The City Drive South, Orange Ca 92868

P&P #: 037	Non-Emergent Transportation Services	Page 1 of 3
TITLE:	Astiva Health Utilization Management Policy for Non-Emergent Transportation Services	
APPROVED:	12/06/2023	
APPROVED:	Dr. Jason Chung, MD, Chief Medical Officer	
APPROVED:	Utilization Management Committee	
DEPARTMENT:	Utilization Management Department	
<input checked="" type="checkbox"/> MEDICARE	<input checked="" type="checkbox"/> MEDI-CAL	

POLICY:

Routine transportation is provided in a taxi or wheelchair van for non-emergent qualifying medical services. This does not include ambulance transport.

SCOPE:

Stakeholder(s)	Line(s) of Business	Other
<input checked="" type="checkbox"/> Workforce Member ¹	<input checked="" type="checkbox"/> Medicare	<input type="checkbox"/>
<input checked="" type="checkbox"/> Contractor/Vendor	<input type="checkbox"/> Medi-Cal	<input type="checkbox"/>
<input checked="" type="checkbox"/> Delegate	<input checked="" type="checkbox"/> Dual	<input type="checkbox"/>
<input type="checkbox"/> Other	<input type="checkbox"/> Commercial	<input type="checkbox"/>

PURPOSE:

Members will receive fifty-two one-way non-emergency transportation trips via contracted transportation providers to plan approved locations.

DEFINITIONS:

CMS The Centers for Medicare & Medicaid Services oversees the federally and state funded insurance programs for seniors, persons with disabilities (Medicare) and low income (Medicaid) who are deemed eligible for these benefits.

NCQA National Committee for Quality Assurance is an accreditation body that is highly respected in the industry and has been appointed by Congress to aid in developing standards for Special Needs Plans (SNPs) including but not limited to the SNP



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Model of Care requirements. Additionally, health plans and providers who voluntarily request NCQA Accreditation undergo an in-depth review and survey of their operations and quality improvement processes and results to prove their value to consumers and other purchasers of insurance. Accreditation may or may not be granted. When granted the accreditation is for specified functional areas and is for a specified timeframe.

- FWA** FWA is Fraud, Waste, and Abuse (a term used to reference the entire gamut of inappropriate behavior, activities, practices, etc. related to perpetrating crimes against members or related to government funding)
- HHA** The United States Department of Health and Human Services (HHS), is a cabinet-level executive branch department of the U.S. federal government created to protect the health of all Americans and providing essential human services. Its motto is "Improving the health, safety, and well-being of America. Various States also have a Health & Human Services Department for the citizens of their State.

Coverage

Transportation Services (Routine)

1. Routine transportation is provided in a taxi or wheelchair van for non-emergent qualifying medical services.
 - a. This does not include ambulance transport. See the "Ambulance Services" section earlier in this chart.
2. All transportation, including wheelchair transport, must meet plan criteria.
3. Each one-way trip may not exceed 25 miles.
4. Rides must be cancelled if you no longer need transportation.
5. If a ride is not cancelled before the driver has been dispatched to get you, the ride will count and will be deducted from your annual ride limit.
6. This does ***not*** include rides to non-medical destinations such as grocery stores, health clubs, and senior centers.
7. Transportation arrangements must be made at least 48 hours in advance (not including weekends) for a passenger vehicle and at least 48 hours in advance (not including weekends) for wheelchair service. Member Services at 866-688-9021 or TTY 711 to schedule a ride.
8. Transportation must be scheduled at least **2 business days** prior to the scheduled appointment date to ensure availability. Call member services to pre-schedule transportation service.



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Resources:

Astiva Health EOC PBP 001
Astiva Health EOC PBP 007
Astiva Health EOC PBP 008
Astiva Health EOC PBP 010