



Medical Transportation Services Reference Guide

CenCal Health covers transportation to and from medically necessary services, such as doctor appointments, specialty mental health, substance use disorder, dental, pharmacy pick up, medical supply pick up and more. CenCal Health partners with Ventura Transit System (VTS) to schedule and manage transportation services for our member. Non-Emergency Medical Transportation (NEMT) and Non-Medical Transportation (NMT) are covered services for CenCal Health members.

Non-Medical Transportation (NMT)

- Members can receive transportation to medically necessary services, including but not limited to, specialty mental health, substance use disorder, dental, pharmacy pick up, medical supply pick up.
- Scheduled transportation of members to medical services **by bus, passenger car, taxicabs, or other forms of public or private conveyances.**

Non-Emergency Medical Transportation (NEMT)

- Members can receive transportation services when the **member's medical and physical condition is such that transport by ordinary means of public or private conveyance could cause harm to the patient and transportation is require for medical services.**
- Scheduled transportation is covered when a **Physician Certification form is signed by a physician, or as appropriate, by a dentist, podiatrist, or mental health or substance use disorder provider and approved by CenCal Health.**

Authorization Requirements:

- NMT services to **NOT** require a Physician Certification form.
- All **NEMT services** require a Physician Certification form.
- The Physician Certification form required for NEMT services is located on our website; cencalhealth.org/providers/authorizations and must be initiated by the member's Referring Physician and faxed to CenCal Health's Health Services Department at (805) 681-3071 prior to issuing authorization approval.

Transportation Eligibility:

- Members must be eligible at the time of service.
- Transportation must be requested **5-7 business days** in advance of the trip to ensure time to process the authorization and coordinate transportation.
- The transportation provided must be the least costly method that meets the member's needs.
- VTS and CenCal will coordinate along with the member's physician to determine the type of transportation required. A screening will be completed by all parties upon request to ensure the level of transportation need for the member.

Members and/or Providers may contact Ventura Transit System (VTS) directly at (855) 659-4600 for transportation services or CenCal Health's Member Services Department at 1-877-814-1861 for assistance.