



PROVIDER FAQ

QUESTIONS ABOUT: NON-MEDICAL TRANSPORTATION (NMT) SERVICES FOR MEMBERS

Q: What is NON-MEDICAL TRANSPORTATION (NMT)?

A: NMT is a ride to get to medical care when you do not have any way to get there.

Q: What types of places are approved for NMT?

A: NMT may be used to attend a scheduled appointment at any medical clinic or provider, dentist, eye doctor or vision center, pharmacy, equipment provider, behavioral therapy visit, or approved health education program. Restaurants, movie theaters, grocery stores, malls, churches, non-medical county offices, are examples of places **not** covered by NMT.

Q: Does Gold Coast Health Plan (GCHP) have a NMT benefit?

A: Yes.

Q: Who provides NMT Services?

A: GCHP contracts with Ventura Transit System (VTS) to provide NMT.

Q: How does a member qualify for NMT?

A: A member may qualify for NMT if he/she can attest that they do not have any way to get to medically necessary services.

Q: How does a member receive NMT Services?

A: Members call VTS when they need transportation. VTS can be reached at 1-855-628-7433.

Q: If a member qualifies for NMT services, do they need an authorization?

A: No, they only need to attest to having no means of transportation.

Q: Is NMT available on the weekends?

A: Yes.

Q: Who do members call if they have questions about NMT benefits?

A: Call GCHP **Member Services** at **1-888-301-1228**, TTY **1-888-310-7347**, Monday through Friday 8 a.m. to 5 p.m.

Q: Can a member's child, relative or caregiver come with them to a medical service?

A: Yes, members may bring one attendant or family member to assist.

Q: If a member doesn't have childcare, can they bring both of their children with them to their appointment?

A: No. Members may bring one child, relative, or caregiver with them to their appointment. If both of the member's children have a medically necessary appointment at the same time, they may bring both children as the member is the caregiver.



Q: The member has another primary insurance and GCHP as secondary insurance. Can the member still get a ride through VTS?

A: If the member's primary insurance is Medicare, GCHP will still cover your transportation. If the member's primary insurance carrier is other than Medicare, they should check with his/her primary insurance to see if they will provide transportation. If the primary insurance does not provide it, the member may still have benefits for these services through GCHP, as long as the member attests to having no means of transportation. GCHP will require documentation of the primary insurance carrier's denial of the request for transportation.

Q: When would a ride be given with less than a 48 hour business day notice?

A: A ride would be provided if it falls under the guidelines of an urgent appointment.

Q: What is considered an urgent appointment?

A: An urgent appointment is when a physician or other provider is requesting to see or provide service to a member under the standard 48 hours.

Q: Does VTS limit the number of visits in each day for GCHP members?

A: No. As long as the services are medically necessary and are not too close together.

Q: Will the driver wait for the member until the visit is completed?

A: No. The member will need to call VTS when he/she is ready to be picked up.

Q: Can a member shop while waiting for a prescription to be filled at the grocery store or Walmart?

A: Yes, as long as they are filling a prescription. The member may also do their shopping before returning home.

Q: How does a member arrange for subsequent or follow-up rides?

A: The member should contact VTS directly for on-going rides.

Q: Will the member be able to obtain NMT services through VTS if the member has Kaiser as his/her PCP?

A: No. The member should contact Kaiser to inquire about NMT.