



# PROVIDER *bulletin*

July 1, 2019

**Non-Medical Transportation (NMT)  
Non-Emergency Medical Transportation (NEMT)  
& Physician Certification Statement (PCS)**

Dear Provider,

Kern Health Systems (KHS) would like to remind our contracted providers of the transportation benefit available to KHS members for both Non-Medical Transportation (NMT), such as transit passes, and Non-Emergency Medical Transportation (NEMT), such as wheelchair and gurney van. All trips are scheduled through American Logistics Company (ALC), known by our members as the Transportation Department.

NMT includes Bus, Curb to Curb public transportation such as dial-a-ride and Get-A-Lift, Mileage Reimbursement, and ride-share companies where available.

NEMT includes wheelchair and litter van for members who have a qualifying medical condition.

Please note, for NEMT services, a Physician Certification Form (PCS) will need to be on file with KHS to schedule the member's trip. The PCS form can be completed on-line through the KHS provider portal [www.kernfamilyhealthcare.com](http://www.kernfamilyhealthcare.com) under the "For Providers" tab.

If you have questions, please contact ALC 1-800-391-2000 option 3 or your KHS Provider Relations Representative at (661) 664-5000.

Thank you,

Melissa Lopez  
Provider Relations Manager  
Kern Health Systems

