



June 4, 2025

Transportation Standing Orders Update

Dear Provider,

Kern Health Systems (KHS) partners with American Logistics (AL), a national management transportation company, to coordinate non-emergency medical transportation services (NEMT) and non-medical transportation (NMT) services for KHS members. Effective immediately, the following changes to the Standing Order (STO) process have been implemented:

- All STOs will automatically expire 90 days from the date they are created.
- To support this change, AL will contact the member **one week** prior to the expiration of their STOs to confirm where the standing order is still needed.
 - If the member confirms the need for continued service, the STO will be extended for an additional 90 days.
 - If AL is unable to reach the member, AL will contact the transportation provider to inform them the standing order is expiring and will ask them to notify the member to call them if it is still needed.
 - If not confirmed, the STO will expire as scheduled.

This change allows KHS to ensure that the members' PCS modalities are up-to-date and that the need for trips are accurately evaluated.

Criteria for Standing Orders

Standing Orders will only be considered applicable for members who have frequent, ongoing appointments in one or more of the following categories:

- Dialysis
- Wound Care
- Physical Therapy
- Chemotherapy
- Radiation Therapy
- Behavioral Health Services

In addition, **STOs for Methadone trips will no longer be permitted**. KHS members that are receiving Methadone treatment may schedule a trip up to **7 days in advance**. All other trips may be scheduled up to **30 days in advance**.

[Provider Bulletins](#) are available on the [KHS website](#). Please visit the site regularly to stay informed about the latest updates and announcements.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt option #5.

Sincerely,

Kristie Onaindia
Provider Relations Manager
Kern Health Systems