

Department of Special Needs & Community Outreach
Community Health Initiative
Processes and Procedures
Transportation
-DRAFT-

DESCRIPTION:

Kern Family Health Care (KFHC) provides free roundtrip transportation for eligible members who need a ride to a doctor visit, to pick up prescription, or to durable medical equipment provider to pick up supplies. Below are guidelines and things to remember when calling to schedule transportation.

PROCESS / PROCEDURE:

Reservation Line: 1-800-391-2000, select option 3

Transportation Line:

Transportation to receive medical and vision services is available to all Kern Family Health Care members. Clients are encouraged to call the reservation line 24-48 hours in advance to schedule transportation. The *reservation* line is opened Monday through Friday, 7am-6pm. The *transportation* line is opened 24 hours per day, seven days per week including some holidays. In order to schedule transportation the client will need to provide:

- Name
- MEM# (7 digit number)

There are several transportation options depending on the client's needs:

Non- Medical Transportation (NMT)

Lyft

Client must:

- Have a cell phone
- Provide pick-up and drop-off location.
- Provide pick-up time from home and pick-up time from provider.
Note: Client will need to state "WILL CALL" at the time transportation is scheduled if she/he does not know what time the appointment will be over. After the appointment is over client must call the transportation line to request pick-up.
- Be ready and wait outside for the transportation (they will not wait)

Things to consider:

- In Bakersfield there is 99% availability of service
- Only some outlying areas have this service
- The transportation line will estimate the time needed to arrive in time for appointment (Example: Client will be picked up at 6:45 am for an 8 am appointment in Bakersfield traveling from Wasco)
- If no driver available at that time or location, the system will say No Availability. In that case, the client can get a bus pass.



- There is also a rider restriction policy for members that have too many no show occurrences within a given time frame. These members will then be allowed bus passes only.

Bus Pass

- Public assistance like Kern Regional or Bus
 - Client would need to call KFHC five days in advance and request bus pass and they can be mailed.

Non- Emergency Medical Transportation (NEMT)

In order to receive Non-Emergency Medical Transportation a Physician Certification Statement (PCS) must be completed. This form must be signed by client's doctor. Staff can complete the top section of the form and the doctor will complete the rest. The doctor's office will need to fax completed form directly to KFHC using the fax number provided on the form.

Litter Van

Recommended for members that:

- Require prone or supine position
- Require specialized safety equipment not standard in public or private transportation

Wheelchair Van

Recommended for members that:

- Require transportation in a wheelchair
- Are incapable of sitting in public or private transportation

Other

Greyhound transportation
Mileage reimbursement