

February 24, 2025

REMINDER: Policies and Procedures for NEMT Services

Dear Non-Emergency Medical Transportation (NEMT) providers,

Please review the following Health Plan of San Mateo (HPSM) policies and procedures:

Scheduling Transportation:

- **NEMT providers are not permitted to schedule NEMT rides directly with members.** Scheduling NEMT rides on behalf of a member must be coordinated by HPSM's Integrated Care Management team. Hospitals, Skilled Nursing Facilities, long-term care facilities and dialysis facilities are also able to coordinate member transportation with in-network NEMT providers (page 85 of the HPSM Provider Manual, available here: <https://www.hpsm.org/provider/resources/manual/ancillary-services#a27>)
- **If your patient reaches out to schedule transportation services, please direct them to call HPSM Member Services.** While the Integrated Care Management team will schedule the rides after a member has begun to receive transportation services, HPSM's Member Services team will perform intake of new members. Member Services can be reached from Monday–Friday, 8:00 AM to 6:00 PM at the following numbers:
 - Toll free: **1-800-750-4776**
 - Local: **650-616-2133**
 - TTY: **1-800-735-2929** or dial **7-1-1**

Providing Services:

- **NEMT providers are required to provide door-to-door service and arrive within 15 minutes of the scheduled appointment.** If you will be late or cannot provide the ride for any reason, please contact both the member and HPSM Integrated Care Management team (**650-616-2060**) immediately so the member is informed and receives assistance.
- Requesting Prior Authorization: **Please request dates of service that accommodate already-scheduled rides i.e., the end date should be the same date as the date of the last scheduled service.** Please do not request time frames beyond the dates of already-scheduled rides (unless otherwise specified by an HPSM case manager from the Integrated Care

Management Team). The Prior Authorization Request form can be found here:

<https://www.hpsm.org/docs/default-source/provider-forms/hpsm-nemt-authorization-form.pdf>

If you have additional questions, please refer to HPSM's NEMT FAQs for additional information:

<https://www.hpsm.org/docs/default-source/provider-services/hpsm-nemt-authorization-faqs.pdf>

You may also direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo