



801 Gateway Boulevard, Suite 100
South San Francisco, CA 94080

tel 650.616.0050

fax 650.616.0060

tty 800.735.2929 or dial 7-1-1

www.hpsm.org

November 6, 2024

Scheduling Policy for NEMT Services

Dear Non-Emergency Medical Transportation (NEMT) providers,

This is a reminder of the Health Plan of San Mateo's (HPSM's) policy regarding scheduling transportation.

For NEMT services to be billable, services (rides) must be scheduled by HPSM case managers and/or external providers who have knowledge of the patient's condition with the following qualifications: MD, PA, NP, certified nurse midwives (CNMs), physical therapists, speech therapists, occupational therapists, and/or mental health or substance use disorder providers who are employed or supervised by the hospital, facility or physician's office where the patient is being treated.

NEMT services for HPSM members cannot be scheduled directly with the member. If your patient reaches out to schedule transportation services, please direct them to call HPSM's case management services at **650-616-2060**.

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