

# We can help you get to your medical appointment!

## Member Transportation Benefit Guide



### What is Non-emergency Medical Transportation (NEMT)?

NEMT is round trip transportation at no cost to and from a medical appointment for members who need a wheelchair accessible van or litter van because of their medical or physical condition.

Wheelchair Van	Litter Van
For Members who: <ul style="list-style-type: none"><li>• Cannot sit in a car or on a bus for the period of time it takes to get to and from a medical appointment.</li><li>• Must be transported in a wheelchair.</li><li>• Needs special safety equipment that a car or bus does not have.</li></ul>	For Members who: <ul style="list-style-type: none"><li>• Cannot sit up for the period of time it takes to get to and from a medical appointment.</li></ul>

### How do I get NEMT?

Your health care provider must prescribe NEMT by filling out a Physician Certification Statement (PCS) form and faxing it to KFHC. The PCS form will tell us what type of NEMT transportation your health care provider recommends.

### Do I need a PCS form each time I request NEMT?

No. Your PCS form expires 12 months after the form is filled out by your health care provider and is good for all rides to your medical appointments as long as you are eligible with KFHC.

### How do I schedule NEMT?

To schedule a ride to your medical appointment, call KFHC Monday through Friday, from 7:00 am to 6:00 pm, at (661) 632-1590 or 1-800-391-2000 and choose option #3 to reach our Transportation Department. Your PCS form must be on file at the time of your call. The Transportation Department is available 24 hours a day, 7 days a week for urgent or after hours assistance.

### What is Non-medical Transportation (NMT)?

NMT is round trip transportation at no cost to and from a medical appointment for members who can confirm that they have no other way to get to their medical appointment.

### How do I get NMT?

KFHC's Transportation Department is able to help with your transportation needs. You can call our Transportation Department Monday through Friday, from 7:00 am to 6:00 pm, at (661) 632-1590 or 1-800-391-2000 and choose option #3. The Transportation Department is available 24 hours a day, 7 days a week for urgent or after hours assistance.

### How do I confirm I need NMT?

When you call, please tell us why you do not have a way to get to your medical appointment. KFHC will document why you need NMT transportation and it will be documented in our system for 12 months, as long as you are eligible with KFHC.

### What kind of NMT will I receive?

Our Transportation Department will work with you to find the transportation options that you qualify for.

### What NMT options are there?

KFHC offers bus passes, Lyft, and Mileage Reimbursement. You also have the option to bring a caretaker or family member with you.

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## KFHC TRANSPORTATION DEPARTMENT

**(661) 632-1590 or 1-800-391-2000**  
**OPTION 3**

**Transportation should be requested at least 5 business days in advance. We can also help with reservations for an urgent appointment.**