	POLICIES AND PROCEDURES
Policy #: 404-1724	Lead Department: Utilization Management
Title: Hospital Transportation from Primary Care Physician Office	
Original Date: 06/01/2002	Date Published: 02/28/2025
Approved by: Utilization Management Work Group (UMWG)	

Purpose:

To describe Central California Alliance for Health's (the Alliance) transportation benefit when Alliance members require admission to acute care facilities directly from the Primary Care Provider's (PCP) or specialist's office.

Policy:

When Alliance members require admission to acute care facilities directly from the PCP or specialist's office the Alliance will reimburse the costs of public or emergency transportation to the hospital.

Procedures:

1. When the PCP or specialist determines that a member requires immediate hospitalization from his or her office, it will be up to the medical discretion of the physician to determine the appropriate and safe mode of transportation.
 - a. Ambulance transportation can be accessed by dialing 911.
 - b. Taxicab service can be accessed by calling the cab company directly.
2. If the PCP determines that cab service is more appropriate than ambulance service, the PCP office will notify the Alliance Transportation Coordinator after the taxicab has been called.
3. To ensure reimbursement to the cab company, the Transportation Coordinator will document in the internal care management system the PCP's notification that a taxicab was called to transport the member to the hospital.
4. Authorization is not required for Emergency Medical Transportation (EMT) for all emergency covered services, as to not delay member access, in alignment with Alliance Policy 404-1309 – Member Access to Self-Referred Services.

References:

Alliance Policies:


- 404-1309 – Member Access to Self-Referred Services
- 404-1726 Non-Emergency Medical Transportation
- 404-1725 Non-Medical Transportation

Impacted Departments:

- Member Services
- Provider Services

Regulatory:

Legislative:

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Contractual (Previous Contract):

Medi-Cal Contract Exhibit A, Attachment 13, Provision 4.D.12

Contractual (2024 Contract):

Medi-Cal Contract, Exhibit A, Attachment III, Section 5.3.7.I

DHCS All Plan Letter:

NCQA:

Supersedes:

Other References:

Attachments:

Lines of Business This Policy Applies To

- ☐ DSNP
☒ Medi-Cal
☒ Alliance Care IHSS

LOB Effective Dates

(01/01/2026 – present)
(01/01/1996 – present)
(07/01/2005 – present)

Revision History:

Reviewed Date	Revised Date	Changes Made By	Approved By
03/19/2021	03/19/2021	Tammy Brass, RN UM/CCM Manager	UMWG
01/30/2023	01/30/2023	Paige Harris, Regulatory Reporting Supervisor	UMWG
2/12/2024	2/12/2024	Sabryna Sherman UM Manager – Authorizations and Transportation	UMWG
01/31/2025	01/31/2025	Sabryna Sherman UM Manager – Authorizations and Transportation	UMWG