



Network Development and Administration  
393 East Walnut Street  
Pasadena, California 91188  
(626) 405-3240

October 28, 2024

RE: SCHEDULED/ROUTINE TRANSPORTATION FOR PATIENTS IN SKILLED NURSING FACILITIES

Dear Facility Administrator:

This letter is to remind you of certain information and provide you with guidance on the Kaiser Foundation Health Plan (the "Plan") authorization requirements and ordering procedures for transporting patients to and from contracted skilled nursing facilities.

- **Emergency Transportation (911 Ambulance)**. Contracted skilled nursing facilities may order emergent transports when a medical emergency arises and such transport is medically necessary. This type of transport does not require prior authorization from the Plan.
- **Non-Emergency Transportation (Ambulance)**. Contracted skilled nursing facilities must contact the Plan to obtain prior authorization for non-emergent or scheduled/routine transports for Plan members. This type of transport must be medically necessary and pre-authorized by the appropriate Southern California Permanente Medical Group physician in order to be a covered benefit for the Plan member.
- **Non-Emergency Alternative Transportation (Gurney Van/Ambulette, Wheelchair)**. Contracted skilled nursing facilities must contact the Plan to obtain prior authorization for non-emergent alternative transportation for Medi-Cal Plan members.

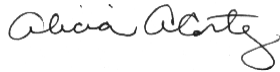
If a Plan member requests, or, there is some indication of a Plan member's need for, non-emergency transportation to and/or from the skilled nursing facility, please contact the designated Kaiser Permanente extended care coordinator for your facility. He or she will be able to assist in obtaining necessary clinical review and a pre-service decision (a transport order or a pre-service denial).

If a transport order is authorized by an appropriate Southern California Permanente Medical Group physician, the skilled nursing facility staff should then contact the Kaiser Permanente Medical Transportation Department at **1-877-227-8799** to make arrangements for the non-emergency transportation services.

Your cooperation and assistance in ensuring that our members' needs are met in a manner that is consistent with the terms of their health coverage is greatly appreciated.

If you have any questions about the authorization process described above, please contact your designated Kaiser Permanente extended care coordinator.

Sincerely,



Alicia A. Cortez  
Regional Manager,  
Network Development and Administration  
Kaiser Permanente, Southern California

Cc: Carlos E Altamirano, Regional Manager,  
Southern California Ambulance Operations, Kaiser Permanente  
Provider File