

August 25, 2022

Provider Offices May Soon See Increase in NEMT Authorization Requests

Dear provider,

In compliance with regulatory requirements, the Health Plan of San Mateo (HPSM) is reinstating requirements for the prior authorization of Non-Emergency Medical Transportation (NEMT) services, i.e., ambulance, litter/gurney van and wheelchair van medical transportation. These new requirements will go into effect September 1st, 2022.

What action is needed from me?

Starting September 1st, NEMT trips will need to be authorized like they were before the COVID pandemic prompted HPSM to pause this authorization requirement. To do so, the provider rendering the service for the member will need to complete a prior authorization form and physician certification statement (PCS).

The provider delivering medical care for the member is responsible for determining medical necessity for transportation and will have to complete the PCS section of the form. An example of the form can be found here: www.hpsm.org/docs/default-source/provider-forms/hpsm-nemt-authorization-form.pdf?sfvrsn=cb7fe70e_16

NEMT services are covered when the member's medical and physical condition is such that transport by ordinary means of public or private conveyance is medically contraindicated, and transportation is required for purposes of obtaining needed medical care. Please note that diagnosis alone does not constitute medical necessity. The authorization form must document specific physical and medical limitations that preclude the patient's ability to reasonably ambulate with assistance or be transported by public or private vehicles.

Please contact PSInquiries@hpsm.org with any questions.

We thank you for the services you provide to our members,
The Health Plan of San Mateo

8/25/2022