

- **Live video consult:** The PCP and specialist meet at the same time using encrypted video conferencing equipment.
- **Store and forward:** PCP sends images of the patient's condition and medical history as an encrypted email to the specialist for review.

Telehealth offers multiple benefits to providers and members:

- The member can continue to be cared for by their local provider.
- The member does not need to travel long distances to receive specialist care.
- The PCP receives all records and test results from the encounter.
- The PCP consults with the specialist participating in the telehealth encounter to design any necessary course of treatment.

Telehealth can also be used for nonclinical consults such as community services, continuing medical education and other provider training sessions.

To find out more about telehealth, use the following contact information:

- If you are located in Los Angeles, please call: **866-465-2272**
- If you are located in central California and surrounding rural counties, please call: **877-811-3113**
- If you located in northern California and surrounding rural counties, please call: **888-252-6331**
- For contracting questions, please call Provider Solutions at: **877-496-0045**

TRANSPORTATION

NON-EMERGENCY MEDICAL TRANSPORTATION

Anthem Blue Cross (Anthem) contracted with ModivCare Solutions to coordinate transportation for Anthem members enrolled in Medi-Cal Managed Care (Medi-Cal) in the state of California. ModivCare is responsible for:

- Taking reservations from members, facilities and medical groups for non-emergency ground transportation
- Contracting with ground transportation providers
- Providing payment for non-emergency ground transportation claims

Members can call **877-931-4755** to arrange for authorized transportation through ModivCare. Transportation benefits cover non-emergency medically necessary transportation (NEMT) and non-medical transportation (NMT). ModivCare will ensure timely access for all covered trips. Effective 1/1/22, members will also receive medically appropriate NEMT services for all pharmacy prescriptions prescribed by the member's Medi-Cal provider (s) and those authorized under Medi-Cal Rx (per DHCS's Medi-Cal Rx implementation).

A completed Physician Certification Statement form is required for members to access NEMT. Physicians **must** complete the form and return it to ModivCare within 2 business days of receipt.

The form can be found here: *ModivCare PCS Form* - <https://providers.anthem.com/california-provider/resources/forms>

Members can call to arrange for transportation through ModivCare

EMERGENT TRANSPORTATION — AMBULANCE SERVICES

Ambulance services must come from a licensed ambulance or air ambulance company and be used only for emergencies. Coverage includes:

- Base charge and mileage