

California MedTrans Network IPA

"Transporting Members to Better Health"

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CMN FAQ's for MedPoint Management Contract

CMN is proud to announce our partnership with MedPoint Management, and the following at risk IPA's:

- Bella Vista Medical Group, Inc.
- Global Care Medical Group IPA
- Health Care LA, IPA

Below please find answers to the questions that may arise regarding transportation requests as well as the process for authorizations and billing.

How will my company receive trips from CMN?

- CMN will email or fax an assigned schedule every day by 2pm PST. Saturday, Sunday and Monday will be sent on Friday. Please use the link to the [Sample Driver's Book](#).
- If a request for transportation comes in after the schedule has been sent, CMN will call your company directly and follow up with an email or fax.
- Please perform the transportation exactly as given on the schedule as this is the way the trip has been authorized and ultimately how you will be paid. Any services rendered beyond those authorized without prior approval will be subject to denial of payment. This includes ONLY transporting the member to the assigned health care provider address. Please do not take any additional verbal requests or change of address requests from the member without re-authorizing with CMN.
- If your company is NOT able to accept the assignment, please call our office immediately after receiving the driver's book so that CMN has ample time to reroute the trip. Please call 855-700-1824.

How will my company bill and receive payment from CMN?

- Please follow the link to the [Billing Instructions](#).
- CMN will process all claims with MedPoint Management. CMN will also be issuing all payments via check after the payment has been processed. Kindly note that you will be paid on trips that are processed and paid to CMN. We do not pay on invoice. We will work on your behalf to facilitate payment for all services authorized.
- Checks are sent on the 1st and the 15th of the month.

What if my company is currently set up with a standing order or if transportation is requested by another entity and does not have authorization?

- Authorization from CMN must be obtained to get paid for a transport. Kindly use the link to the [Trip Request Authorization Form](#). The form should be downloaded and saved for future use.
- As of February 16, 2015, you must have authorization from CMN to transport a member of the above mentioned groups. Any transports performed without an authorization will result in a denial of payment.
- If you have been transporting without an authorization, we will accept authorization request back to January 1, 2015. Kindly use the attached Trip Authorization Request form.

Should my company check eligibility?

- It is the provider's responsibility to check eligibility of the member at the time service is rendered. While it is our expectation that any referrals provided are for eligible members, it's possible that the status may have changed. The payer reserves the right to deny payment if the member is not eligible at the time service is rendered regardless of the authorization given.

*Please note that the contract only covers the IPA's listed above.



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